



**MINISTRY OF EDUCATION & YOUTH
REGIONAL EDUCATIONAL SERVICES BRANCH
JOB DESCRIPTION AND SPECIFICATION**

JOB TITLE:	Human Resource Manager, Employee Relations & Benefits
JOB GRADE:	GMG/SEG 2
POST NUMBER:	
DIVISION/BRANCH:	Division of Schools' Services/Regional Educational Services
SECTION/UNIT:	Schools' Human Resource Management /Employee Relations and Benefits Admin
REPORTS TO:	Director, Schools' Human Resource Management Section
MANAGES:	Pension Administrator Leave Administrator x2 Administrative Assistant Secretary 2

This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent.

This document is validated as an accurate and true description of the job as signified below:

Employee

Date

Manager/Supervisor

Date

Head of Division/Division

Date

Date received in Human Resource Division

Date Created/revised

Job Purpose:

Reporting to the Director, Schools' Human Resource Management the Human Resource Manager, Employee Relations & Benefits is responsible for planning and leading the administration of employee relations- benefits and pension for both academic and non-academic staff to include leave applications, tuition refunds, duty concession, health benefits etc. S/he will also support the promotion of good labour practices and harmonious relations between Management, Workers, Trade Unions and Associations.

Key Outputs:

- Technical Advice and guidance provided
- Leave and pension administration for staff in schools conducted;
- Leave and pension Submissions verified;
- Quantum of pre-retirement leave verified;
- Staff records checked and verified
- Investigations on service (linkage) checked and verified
- Information for the processing of pensions, grants and gratuities researched/compiled
- Documentation and information relating to all benefits processed/submitted/followed-up
- Records on the administration of leave and pensions maintained
- Health Cards applications monitored/verified
- Staff performance monitored and Performance Evaluations conducted
- Annual work plan and budget prepared
- Loan Agreements and Bond Forms prepared.
- Training and development needs of staff managed
- Reports prepared

Key Responsibility Areas:

Technical/Professional Responsibilities

- Provides technical advice and guidance to Regional Directors and Schools' Administrators on matters concerning pensions, retirement on medical grounds and conditions of service;
- Leads and manages the process of retirement benefits for academic and non-academic staff to determine eligibility and checks and verifies master list to determine the eligibility of staff (teaching and non-Teaching) for the following benefits:
 - > Leave (study, vacation, special, secondment)
 - > Pre-retirement
 - > Retirement

- Checks and verifies investigations conducted to ensure all relevant information on service (linkage) in the service is obtained for each retiree
- Verifies Pension Particulars Forms and salary breakdown from commencement of service for correctness;
- Coordinates and monitors the upload and maintenance of personnel information for new and existing teachers to PEPAS electronic database;
- Prepares and submits medical report to the Ministry of Health for persons retiring on medical grounds in order to obtain approval; Requests convening of Medical Board in order to determine fitness for further service or the granting of leave on medical grounds;
- Coordinates and reviews the processing of payments for deceased personnel;
- Coordinates the preparation and process of bonding documents of personnel who have been granted study leave and provides guidance to awardees and guarantors through the signing process; Ensures the completion of loan Agreements and Bond Forms that they are signed by all academic and Non-academic Staff who are granted Study Leave.
- Coordinates the processes for all leave applications and issues approval for departmental, sick, maternity, special, and secondment for members of the academic and non-academic personnel;
- Coordinates the processes for vacation leave for teachers and verifies eligibility; Verifies computed leave benefits and checks salary for accuracy;
- Monitors and verifies applications for all enrolment on Health Insurance Schemes;
- Determines eligibility for duty concession requests and checks and verifies required documents for submission to the MOF&PS;
- Monitors the system for allocating study loans to teachers; ensuring that repayment procedures are adhered to and ensuring appropriate responses in case of default to protect the Ministry's interest;
- Coordinates the tuition refund process by ensuring that all the required documents are checked, signed and stamped by the school principal and submit for processing to the School's Human Resource Branch , Central Ministry;
- Participates in interviews of Guarantors for study leave awardees;
- Monitors the preparation and updating of Service Records and Employment Cards for all employees;
- Submits documents to the Ministry of Finance and the Public Service (MoF&PS) in respect of , duty concession and miscellaneous loans including computer, motor vehicle and tertiary;
- Checks and verifies personnel files for eligibility in respect of anniversary increment, qualification and seniority allowance for payment;

- Supports research and analysis to identify and resolve work-force planning trends, which will impact the achievement of the Ministry's mission and strategy;
- Works collaboratively with the Senior HR Manager to roll-out employee engagement initiatives to create a positive industrial relations climate;
- Supports the conduct of schools HR audits.

Management/Administrative Responsibilities

- Manages the work of the Employee Relations and Benefits Unit by:
 - Planning, organizing, directing and coordinating the functions of the Section
 - Reviewing the structure, staffing and work processes of the Section to ensure proper coordination of duties and the adequacy of staff
- Develops an Employee Welfare Plan and budget for the Unit;
- Participates in developing the Operational Plan and annual budget for the ;
- Monitors the implementation of the Unit's Work Plan;
- Ensures that the work of the Unit is properly documented;
- Ensures that the staff adheres to the general rules and guidelines of the Staff Orders.
- Annual budget for the Unit drafted and submitted

Human Resource Management

- Reviews and approves individual work plans of staff members;
- Develops and manages the performance of the Unit and its staff, including transferring skills, motivating staff through coaching and mentoring, and arranging training as is appropriate.
- Monitors performance by setting performance targets and providing feedback to staff and initiating corrective action where necessary to improve performance;
- Promotes the building of institutional knowledge for the Unit by ensuring that established systems and procedures are documented and disseminated;
- Participates in the recruitment and selection of staff and recommends movement when appropriate;
- Recommends vacation leave and approves sick and departmental leave for staff in the Section;
- Recommends disciplinary action in keeping with established human resource policies;
- Conducts monthly and other ad hoc staff meetings as required;
- Ensures that staff adheres to the policies and procedures of the Ministry;
- Ensures that staff is provided with adequate and appropriate physical resources to enable them to undertake their duties effectively and efficiently;

- Collaborates with managers of the Schools Human Resource Management & Administration Branch in developing and implementing a succession planning programme;
- Fosters teamwork, a harmonious working environment and promotes collaborative working relations;
- Conducts performance appraisals of staff supervised for required purpose and at required intervals;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching.

Other

- Any other duties that may be assigned by the Director from time to time.

Performance Standards:

- Employee relations and reward and recognition programmes are designed, and administered in a fair and equitable manner and support the strategic objectives of the Ministry;
- Information relevant to staff is communicated in a timely and effective manner;
- Processes and systems are monitored and maintained to achieve the stated outputs
- Advice, guidance and technical support provided to the Ministry are sound and in line with the government's priorities and direction;
- Adequate and appropriate support is provided to line managers;
- Working relationships with stakeholders strengthened and maintained, and advice and guidance readily available to the Ministry and its agencies;
- The implementation of industrial relations decisions and human resource programmes/policies are timely;
- Confidentiality and integrity are exercised;
- Annual Budget is monitored to ensure expenditure is consistent with approved budget;
- Training and development needs of staff of the Unit are identified and acted upon in a timely manner;
- Reports are compiled in a timely manner and presented in the correct format

Internal and External Contacts (specify purpose of significant contacts):

Within the Division

Contact (Title)	Purpose of Communication
Regional Director	To provide information
Teachers	To provide information
Retirees	To provide information
Schools' Human Resource –Central Ministry	To provide information

Contacts external to the organisation required for the achievement of the position objectives

Contact (Title)	Purpose of Communication
Ministry of Health	To provide and obtain information
Ministry of Finance and Public Service	To provide and obtain information
Accountant Generals Department	To provide and obtain information
Relatives of pensioners/ deceased personnel	To obtain information
Health Card providers	To provide and obtain information

Required Competencies

- Integrity and confidentiality;
- Ability to exercise sound judgment and conviction of purpose in unfavourable/unpopular situations;
- Strong customer orientation skills;
- Ability to prioritize amongst conflicting demands;
- Excellent HR/ People Management skills;
- Ability to motivate and influence others;
- Strong leadership skills;
- Excellent interpersonal, oral and written communication skills;
- Excellent critical thinking, analytical and problem solving skills.
- Excellent knowledge of the Labour Laws of Jamaica, the Public Service Regulations and the Staff Orders for the Public Service;
- Good mediation/conflict resolution skills;
- Excellent knowledge of employee benefits administration and related statutory regulations;
- Practical knowledge of the applied used of information technology and productivity software, such as Microsoft Office and HRIS.

Minimum Required Education and Experience

- BSc in Human Resource Management or equivalent
- Training in Industrial Relations and Conflict Management
- Training in Occupational Health and Wellbeing
- At least three years' experience working in a Human Resource Management capacity, two of which should be at a supervisory or managerial level.

Authority to:

- Access confidential information
- recommends vacation leave and approves sick and departmental leave
- recommends disciplinary action in keeping with established human resource policies;
- recommend replacement of staff for vacancies
- recommend awards and merit increases

Special Conditions Associated with the job:

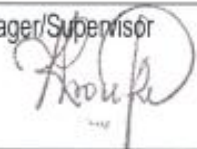
- Normal Working Conditions
- Required to travel from time to time.
- Participation in retreats/meetings outside of normal working hours may be required from time to time.
- Required to possess a valid Driver's Licence and a reliable motor vehicle.

Validation of Job Description

This document is validated as an accurate and true description of the job as signified below:

Employee

Date

Manager/Supervisor


Date

21/4/2024

Head of Department/Division

Date

Date received in Human Resource Division

Date Created/revised

Date received in Human Resource Division

Date Created/revised