



Ministry of
Education & Youth



Jamaica Tertiary Education Commission JOB DESCRIPTION

JOB TITLE:	Administrator
JOB GRADE:	Level 6
DIVISION SECTION:	Office of the Commissioner and Executive Director
REPORTS TO:	Commissioner and Executive Director
SUPERVISES DIRECTLY:	Interns, Clerical Staff

Job Purpose

Under the general direction and supervision of the Commissioner and Executive Director, the incumbent is responsible for providing operational, efficient and effective administrative support services to ensure the efficient and effective functioning of the Office of the Commissioner and Executive Director, while demonstrating professionalism and timeliness in the performance of responsibilities.

Key Outputs:

- Workplan of the Office of the Commissioner/Executive Director established and managed
- Workplan prepared and submitted
- Corporate governance processes, meetings and documents managed
- Executive and operational processes, meetings and documents managed
- Reports and documents prepared and actioned as required
- Appointment and travel schedule arranged, managed and maintained

Key Areas of Responsibility

Office of the Commissioner and Executive Director

1. Serves as the primary point of contact for internal and external clients on all administrative matters pertaining to the Office of the Commissioner and Executive Director.
2. Undertakes a broad variety of administrative tasks and secretarial support for the Commissioner and Executive Director including:

- a) Managing and maintaining the Executive Director's schedule for meetings, appointments and conferences, providing timely reminders;
 - b) Preparing special reports as directed;
 - c) Drafting responses to correspondence as directed;
 - d) Coordinating Divisional Heads Team meetings;
 - e) Producing and distributing minutes of meetings, and following-up to ensure that the required action is implemented and/or feedback is provided in a timely manner;
 - f) Processing confidential incoming and outgoing correspondence; and,
 - g) Composing and preparing correspondence, memoranda, agenda and other documents that are frequently confidential.
3. Communicates directly on behalf of the Commissioner and Executive Director with external stakeholders and others, as directed.
 4. Establishes and maintains confidential files and records management systems, electronic and hard copy, in accordance with established Government of Jamaica policies and generally accepted professional standards (ISO 15489).
 5. Maintains an effective follow up system of all correspondence received to ensure that required actions are taken.
 6. Receives and screens visitors and incoming calls to the Commissioner and Executive Director; provides information or access; refer to appropriate staff; and/or take other action as deemed appropriate.
 7. Ensures that decisions from the Commissioner and Executive Director's office are communicated in a timely manner.
 8. Reviews, prioritizes, and follows up on incoming issues and concerns addressed to the Commissioner and Executive Director, including those of a sensitive or confidential nature and refer or respond as appropriate and/or directed.
 9. Functions as liaison, and maintains smooth communication with the Ministry of Education and Youth (MoEY), and its operating environment, including issues and concerns, and briefs and updates the Commissioner and Executive Director accordingly.
 10. Supports the development of J-TEC's quality management system.
 11. Prepares and submits periodic (monthly, quarterly and annual) performance reports.
 12. Performs other related functions assigned from time to time by the Commissioner and Executive Director.

Corporate Governance Support

13. Provides administrative support at the Corporate Governance level including:
 - a) Arranging and coordinating meetings and special events
 - b) Producing and distributing minutes of meetings;
 - c) Processing confidential incoming and outgoing correspondence;
 - d) Composing and preparing correspondence, memoranda, agenda and other documents that are oftentimes confidential;

Performance Standards:

1. A high level of professionalism, integrity, diplomacy and initiative is consistently demonstrated.
2. Prompt, efficient and effective delivery of support services provided.
3. Stipulated deadlines and quality standards are consistently met.
4. Documents are accurately prepared within specified timeframe.
5. Preparations for meetings, functions and other events are adequate and completed in a timely manner.
6. Harmonious relations are maintained with internal and external customers.
7. Confidentiality of information obtained on the job is preserved.
8. Timeliness in response to correspondence, queries and email messages.
9. Desired results are achieved through effective dialogue and courteous interaction.

Required Competencies:

1. Knowledge of the Policies, Rules and Regulations of the MoEYI.
2. Knowledge of office management and administrative procedures and practices.
3. Ability to compose correspondence and reports.
4. Good oral and written communication skills.
5. Effective interpersonal skills and emotional maturity.
6. Ability to maintain confidentiality and integrity in all matters, but particularly regarding those a sensitive nature.
7. Ability to exercise good judgment, professionalism, tact, sensitivity and discretion in dealing with people in a variety of situations.
8. Ability to determine between competing priorities, schedule and structure tasks in order to meet deadlines, and to work under pressure..
9. Excellent organizing, planning and problem-solving skills.
10. Ability to work collaboratively with minimal supervision.
11. Proficiency in MS Office software applications including Outlook, Word, Excel, PowerPoint and database management.

Internal and External Contacts (specify purpose of significant contacts:

Within Jamaica Tertiary Education Commission

Contact (Title)	Purpose of Communication
Steering Committee	To provide and/or obtain information and for coordinating activities as required
Technical Committees	To provide and/or obtain information and for coordinating activities as required
Staff and Members of the Commission	To provide and/or obtain information and for coordinating activities as required

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

Contact (Title)	Purpose of Communication
Office of the Permanent Secretary -	To provide and/or obtain information

Contact (Title)	Purpose of Communication
MoEY	
Divisional Heads of the MoEY	To provide and/or obtain information
Representatives of Tertiary Institutions	For information and consultation
Educational Agencies	To obtain and/or provide information
International Development Partners	To provide and/or obtain information
Representatives of the Private Sector	To provide and/or obtain information
Other Stakeholders	To provide and/or obtain information

Minimum Required Education and Experience

- Bachelors Degree in, the Social Sciences/Humanities/Education/Business Administration/Public Administration/Public Sector Management
- Five (5) years’ of proven experience in an administrative role reporting to senior management.

Specific Conditions associated with the job

- Required to work beyond normal working hours at times, in order to meet deadlines.
- Required to travel to some external meetings/special events in order to record proceedings and or assist in technical presentations

Validation of Job Description

This document is validated as an accurate and true description of the job described herein

Head of Department/Division	Date
Manager/Supervisor	Date
Employee	Date