



## JOB DESCRIPTION

**JOB TITLE:** Executive Assistant  
**DIVISION:**  
  
**DEPARTMENT:** Group Change Support Services  
Head Office, Kingston, Jamaica.  
  
**SECTION/UNIT:** Administration and Support Services  
  
**REPORTS DIRECTLY TO:** Group Chief Change Support Manager  
  
**IMMEDIATE REPORTEES:** Admin Support Officer and Interns

---

### SCOPE OF JOB:

- Coordinates the administrative support activities provided to the Group Change Support Services department
  - Coordinates the HR support service provided to the CSS team leads to allow for effective supervision of the team. These support services includes:
    - Collecting, tracking and maintaining attendance, absence and vacation planning records
    - Support team member and contractor sourcing, recruitment and orientation
    - Maintain department training and development records
    - Support contractor negotiation and contracting
  - Supervise the Admin Support Officer and Interns– recruit, train, assign tasks and responsibilities for Admin as well as set and measure performance and coach team members
  - Manage the CSS department information portals and pages, including the intranet page, active directory listings and other communication portals used by the department for their clients.
  - Coordinate department planning, objective setting, budget preparation and performance reporting activities
  - Monitor and record client requests and feedback. Route to responsible parties and follow up to ensure satisfactory completion.
    - Monitor and track department mailboxes – including those used for recruitment, business process improvement requests and other service requests
  - Support the management of relationships with professional organizations and potential resources such as consulting firms by maintaining contacts, processing communications and requests and promoting team participation in the professional organisations.
  - Provide executive assistant support to the ETL and STL members of the CSS department
-



## JOB DESCRIPTION

- Manage the Group Chief Change Support Manager's schedule, coordinate meetings and support with daily tasks.
- Support Team Leaders with coordinating unit communications, plans, team development activities and performance measurement

### MAIN DUTIES & RESPONSIBILITIES:

#### 1. Team Supervision

- Manage the intern pool
  - Source recruit, onboard and orient interns for the department
  - Coordinate the development of intern objectives and targets.
  - Coordinate the performance reviews and intern ship programme reporting
- Develop and maintain young talent programme
- Manage and develop interns by assigning duties, assessing performance and providing development opportunities
- Train interns to perform administration and support services functions
- Coordinate the assignment of interns to the relevant units, create work schedules and support CSS with administration needs
- Prepare annual and quarterly Unit and individual Balance Score Cards and action plan for the Administration and Support Services activities of the department.
  - Define performance measures for CSS Administration unit
  - Track performance reports of the Administration and Support Services Unit and interns
  - Establish and monitor the service standard and service delivery of the units within the Change Support Services department.

#### 2. Resource Management

- Coordinates the HR support service provided to the CSS team leads
  - Absence tracking and reporting
  - Stationery and inventory management
  - Preparation, revision and record management of critical documents such as:
    - Individual Development Plans
    - Logs and reports related to education and development of team members.
    - Service Level Agreements
    - Department surveys
    - Performance reports

**JOB DESCRIPTION**

- Personnel files
  - Staff tracking
  - Employment contracts
- Manage the collection, authorisation and settlement of invoices relating to operational expenses and professional fees
- Plan and coordinate strategic team retreats, development sessions, training sessions and other team building activities and track all spending, results and benefits.
- Coordinate the purchasing of materials, books, stationary and other resources required by the CSS team leads and team members as per approved budget
- Coordinate department budget preparation
- Manage department shared calendars and mailboxes. Review and route mail as needed.
- Accountable for the development and utilizing of filing systems, including archive.

**3. Functional Duties and Responsibilities**

- Manage the CSS intranet page and Group CSS mailboxes
  - Manage recruitment and business process improvement mailbox
  - Manage the coordination and content of the intranet page
  - Manage projects to create and enhance intranet page
  - Liaise with internal communication and systems team to implement new features
  - Support the research, implementation and maintenance of tools and technology to ensure effective flow of information to clients.
- Support human resource functions for the department relating to recruitment, orientation, training, development, record management and data collection
  - Prepare and post job advertisements directly as needed or thru CHDT
  - Prepare, submit and track job requisitions
  - Compile and distribute Request for Information (RFI) and Request for Proposal (RFP) and liaise with consulting firms respond to RFI and RFP
  - Compile contracts, prepare them for distribution and coordinate the approval and finalising.
  - Manage the planning and execution of the CSS contribution to the JMMB organisation orientation program as required
  - Coordinate the onboarding and orientation new Change Support Services Team Members
    - Schedule and coordinate meetings with relevant departments, introduce new team members and provide overview of JMMB Group and Group CSS Value Proposition

**4. Client Centricity**

- Coordinate the measurement and tracking of CSS client satisfaction
  - Coordinate the development of service standards. Compile service level agreements. Act as the service standard champion between the Group Change Support Services Unit and its stakeholders.
  - Create and maintain database of Group CSS Clients
  - Coordinate the development and administer client satisfaction survey
  - Analyze and measure service standard delivery results

**5. Administration**

- Executive Assistant Support
    - Manage the Group Chief Change Support Manager's schedule, coordinate meetings, workshops and seminars as well as support with daily tasks.
    - Support Team Leaders with coordinating unit plans, team development activities and performance measurement
    - Prepare presentations and reports
    - Support Group Chief Change Support Manager to build awareness and organisational acceptance of 'brand Change Support Service'.
    - Promote and maintain alignment to the group culture.
    - Coordinate benefits for Team Leader such as insurance, lunch, credit card, bill payments etc.
  - Purchase and manage learning material relevant to the areas of project management, business analysis, process management and product development.
  - Coordinate the compilation of IDPs for all CSS Team Members
  - Research and recommend training and development programs for CSS Team Members
  - Recommend and support the organization of professional certification for CSS team members based on their technical area
  - Coordinate and manage activities to support with the preparation of annual strategic plan and budgeting
    - Coordinate meetings to facilitate the planning of CSS annual objectives and budget
    - Coordinate meetings with Office of Strategy Management to set Key Performance Indicators
    - Accountable for the maintenance of the annual strategic plan and schedule of the Units within Change Support services
    - Coordinate activities for team retreats and analysis of data collected from team retreat
-



## JOB DESCRIPTION

### 6. Other Duties

- Maintain professional and technical knowledge by attending educational workshops; benchmarking professional standards; reviewing professional publications; establishing personal networks.
- Identify, recommend and organize training, team building and development programs for the team.
- Identify tools and practices for continuous administrative improvement in accordance with international standards

### GENERAL DUTIES

- Completes the Individual Balanced Scorecard (IBSC) and the 360 Degree Assessment, as required
- Sets the objectives and targets and evaluates the performance for the Individual Balanced Scorecard of all reportees
- Promotes the JMMB's philosophy of the Vision of Love and its unique culture.
- Is actively engaged in the department planning process
- Understands the organization's mission, strategic objectives and its place in the larger community/society/world
- Perform any other duties as assigned

### KEY PERFORMANCE INDICATORS

The incumbent must maintain high scores in the following success evaluation criteria's in performing duties:

1. Achievement of targets. Budget performance
  2. Department resources effectively tracked and managed. Approved department resources and administrative support available on time and delivered with quality
  3. Client feedback on the administrative support and team lead support services
  4. Team member feedback on the Administrative services.
- 
-



## JOB DESCRIPTION

### EDUCATION, TRAINING & WORK EXPERIENCE REQUIRED:

|                              | Minimally Required <sup>1</sup>  | Preferred or Specialised <sup>2</sup>   |
|------------------------------|--|---|
| <b>Education<sup>3</sup></b> | <ul style="list-style-type: none"><li>• Bachelor's degree in Business Administration, Human Resource management or equivalent</li></ul>  | <ul style="list-style-type: none"><li>•</li></ul>   |
| <b>Experience</b>            | <ul style="list-style-type: none"><li>• At least three (3) years' work experience in administration</li><li>• At least two (2) years' experience supervising team members</li></ul>  |   |
| <b>Knowledge</b>             | <ul style="list-style-type: none"><li>• Working knowledge of HR support processes</li><li>• Knowledge of the financial services sector</li><li>• Working knowledge of personal productivity, presentation and team communication tools and techniques</li><li>• Knowledge of contract management</li></ul> | <ul style="list-style-type: none"><li>• Exposure to project management</li><li>• Knowledge of financial services sector</li></ul> |
| <b>Skills<sup>4</sup></b>    | <b>Technical and Professional</b> <ul style="list-style-type: none"><li>• Highly proficient in report writing and presentation preparation</li><li>• Strong research skills</li></ul>  | <ul style="list-style-type: none"><li>• Training and Facilitation skills</li></ul>  |
|                              | <b>Management</b> <ul style="list-style-type: none"><li>• Good people management and team skills</li><li>• Good interpersonal skills</li><li>• High Level of Confidentiality</li><li>• Good supervisory management skills</li></ul>  |   |

<sup>1</sup> Identify those items that are minimally required to perform the essential duties of the role not what the current incumbent may possess. For example if the job can be performed with a Bachelors degree and the incumbent has a Master's degree, indicate Bachelor's degree as the minimum educational requirement.

<sup>2</sup> These are NOT required to perform the basic functions of the role

<sup>3</sup> Formal education (e.g. High School Diploma, Bachelors degree, licenses and/or certifications etc)

<sup>4</sup> Measurable learnings (e.g. Can perform at an Intermediate level of Excel and Word, Typing at 50 wpm, Advanced knowledge of research protocols, etc)



## JOB DESCRIPTION

|                  | Minimally Required <sup>1</sup>  | Preferred or Specialised <sup>2</sup> |
|------------------|--|---------------------------------------|
|                  | <ul style="list-style-type: none"><li>• Proficient in verbal and non-verbal communication skills. Alert to non-verbal communication</li></ul>  |                                       |
|                  | <b>Personal Productivity</b> <ul style="list-style-type: none"><li>• Proficient in the use of computer tools, particularly Word, Excel, MS outlook and presentation programmes.</li><li>• Strong organisation skills</li></ul>   |                                       |
| <b>Abilities</b> | <ul style="list-style-type: none"><li>• Team Player, that has the ability to manage varying personalities and persons in senior and technical positions</li><li>• Ability to exercise judgement, discretion and personal responsibility in carrying out responsibilities</li></ul> |                                       |

### AUTHORITY:

#### Budget Authority

- Negotiate, approve and sign contracts, commitments and invoices for related activities not exceeding USD 30,000
- Approve, authorise and expend funds up to approved budget limit
- Set, monitor and report on budget performance for the department/unit
- Authorised signer for bank accounts or system and physical access control as assigned
- 

#### Management/Supervision

- The incumbent has the full authority to develop, appraise, discipline and approve time and attendance for direct reportees
- The incumbent is authorised to source and recommend for hire direct reports
- Requests and reviews personnel files for use in reporting to the team lead

#### Span of Control

- Directly supervises
-



## JOB DESCRIPTION

- 3-4 entry level team members or interns

### Organisation Influence

- Independently responds to internal and external queries using knowledge, creativity, initiative and sound judgement.
- Directly influences onboarding and orientation for all CSS team members
- Directly influences the department planning process
- Indirectly influence the recruitment process
- Directly influences the assignment of interns
- Directly influences the standards, policies and methodologies for filing, administrative data management and department communications

**LIAISES WITH:** **External** and **Internal** contacts absolutely essential for carrying out the duties of this position. (e.g. *CONTACT – Bank of Jamaica; FREQUENCY - daily/on-going; REASON - to confirm repurchases for JMMB; HOW – via telephone*).

| INTERNALLY   | FREQUENCY & HOW   | REASON   |
|--|---|--|
| Group and Entity ETL, STL and TL   | As required.<br>In person/ circulating reports              | To follow up on or give updates on requests, queries or other communication to the department or team lead<br>To coordinate department meetings and activities<br>To organise team leads calendar and activities   |
| CHDT   | As required.<br>In person/ via telephone, in writing/e-mail | To obtain support with HR services and recruitment<br>To request personnel information<br>To request the preparation and approval of employment contracts<br>To notify the commencement of a new recruit and request the necessary tools for the team member |
| Corporate Manager, Business Process Management / Corporate Manager, Project Management/ Corporate Manager, Change Design / Corporate Manager, Portfolio and Governance | As required. In person/ via telephone, in writing/e-mail    | To provide support with planning, recruitment, development and training needs.<br>To request performance and budget reports as well as unit plans  |





## JOB DESCRIPTION

|  |   |   |
|--|---|---|
| Executive Assistant, IT                  | As required. In person/ via telephone, in writing/e-mail          | To notify of spend for hardware and software  |
| CSS Team Members                         | Daily and as needed. Via telephone, in writing/e-mail, in person. | To communicate administration matters   |
| New JMMB Team Members                    | Face to Face  | To make orientation presentations and answer questions  |
| <b>EXTERNALLY</b>                        | <b>FREQUENCY &amp; HOW</b>  | <b>REASON</b>   |
| External Consultants/Contractors/Vendors | As needed<br>Via telephone, in writing, in person.                | To ensure that Consultants/Contractors/Vendors contracts and non-disclosure agreements are properly executed<br>To collect consultant/contractor information and data for CSS department files<br>To obtain, review and get sign-off of invoices and communicate when payment is ready. |

**WORKING CONDITIONS:** List both the positive and negative working conditions associated with this job (*e.g. PHYSICAL - office environment, exposure to dust; SPECIAL - frequent travel, being on 24-hour call, numerous critical deadlines*).

|   |                  |                  |
|---|------------------|------------------|
| <b>PHYSICAL</b>   | <b>FREQUENCY</b> | <b>% OF TIME</b> |
| Normal office environment; however high level of multi-tasking required in order managing multiple obligations s.                             | Daily            | 80%              |
| <b>SPECIAL</b>  | <b>FREQUENCY</b> | <b>% OF TIME</b> |
| Working outside of office hours to meet critical deadlines, prepare urgent reports and /or to provide information for decision making support | As needed.       | 20%              |