

JOB DESCRIPTION & SPECIFICATION

JOB TITLE:	EXECUTIVE ASSISTANT
DIVISION:	
DEPARTMENT:	Group Operations Head Office, Kingston, Jamaica
SECTION/UNIT:	Group Operations
REPORTS DIRECTLY TO:	Group Chief Operating Officer (GCOO)
IMMEDIATE REPORTEES:	Not Applicable

SCOPE: To provide high-level executive, administrative, coordination, and performance-tracking support to the Group Chief Operating Officer (GCOO), enabling effective leadership and oversight of the Group’s operational performance. The role ensures the GCOO is consistently organized, informed, and supported in managing operational governance meetings/forums, cross-functional operations initiatives, stakeholder engagements, and performance outcomes across the Group’s operating entities.

- **Schedule Management:**
 - Schedule meetings and manage calendar for Direct Team Leader
 - Leads in organizing all daily appointments to ensure enhanced effectiveness and efficiency for the Direct Team Leader
 - Coordinate and prioritize meeting requests, ensuring appropriate representation and effective use of executive time.
 - Proactively identify and resolve scheduling conflicts, recommending alternatives where required.
 - Prepare the Team Leader for meetings and other representations to ensure readiness and effectiveness by:
 - coordinating briefing packs, agendas, presentations, background material, prior decisions, and relevant correspondence – where appropriate.
 - Maintain visibility of key deadlines, commitments, and deliverables impacting the GCOO’s portfolio.

- **Meeting Coordination and Governance**
 - Act as Secretary for assigned meetings chaired by the GCOO, by taking minutes/action items and making all necessary arrangements regarding the successful execution of the meetings:
 - Administrative services include: documenting of minutes, Creation and Circulation of Agendas, circulation of agreed meeting outputs/action items, and logistics and coordination support for the effectiveness of all meetings
 - Responsible for managing and coordinating refreshments for meetings, as required.
 - Set up meeting rooms, conference calls and video-conference to support meetings where necessary (for both online and in person)

- **Communication and Deliverables Management:**
 - Manage correspondence and communications on behalf of the GCOO, ensuring accuracy, professionalism, confidentiality, and timeliness.
 - Draft and/or format correspondence on behalf of the Team Leader
 - Supports with receiving, managing and following through on calls routed to the Team leader's Office
 - Act as a key liaison between the GCOO, Group Executives, Department leads/internal teams, and external stakeholders.
 - Ensure critical information, decisions, and deliverables are communicated to the appropriate stakeholders and escalated where necessary.
 - Work closely with the Direct Team Leader for the Unit in monitoring the Unit's Deliverables via agreed tracking method
 - Manage deadline & deliverables in line with Strategic timelines bearing in mind his/her responsibilities
 - Ensure an effective follow up system to track and monitor commitments for the team leader
 - Manage commitments to ensure integrity and deliverables per agreed timelines; all implications should be clearly escalated to relevant Manager for active management
 - Ensures closing of the loop in relation to all matters in his/her accountability

- **Presentations, Report Management & Coordination:**
 - Support preparation of executive communications, presentations, and updates for senior leadership and Board-level forums.
 - Supports the team leader in compiling documents and reports for presentation purposes (E.g. Presentations, Board Reports Submission etc)

- **Travel Coordination**
 - Works closely with the Group Administration Unit in making arrangements for International Travel for Direct Team Leader and members of his/her team as required in line with Travel Policy
 - Prepare detailed travel itineraries and briefing information in advance of travel.
 - Process travel-related documentation, approvals, and expense submissions in line with Travel policies.

- **Budget Management:**
 - Prepares for approval, invoices via the Company's Financial Management System
 - Verifies invoices and makes arrangement for the payment of Department related expenses in a timely manner

- **Performance Management:**
 - Supports efficient performance management in keeping with strategic objectives
 - Follow up with Team Leader's Direct Reportees to ensure Quarterly Performance Management Scorecards (PBSCs) for TLs are completed in a timely manner
 - Ensure Standard Performance Management meetings/reviews are scheduled with direct reportees of the Team Leader

- **General Administrative Services:**
 - Manage day-to-day administrative operations of the GCOO's office to ensure smooth and efficient functioning.
 - Monitor and Manage Leave Request/Vacation for Team Leader's reportees via the company's vacation management system
 - Responsible for the maintenance of an efficient and effective Filing System (both electronic and manual) to ensure easy retrieval and flow of information.
 - Provide general administrative support to the team leader as required.

Other:

- Complete quarterly self-appraisals via company performance tool – PBSC (Individual Balanced Scorecard)
- Performs any other duties, which may be assigned from time to time.
- Promotes the JMMB's philosophy of the Vision of Love and its unique culture.
- Is engaged in the transformation process for the continuous improvement of the JMMB and its associated companies

EDUCATION, TRAINING & WORK EXPERIENCE REQUIRED:

- First Degree in Business Administration, Operations, Project Management or other suitable area from a recognised institution.
- Certified Professional Secretary (CPS) or in pursuit of the designation.
- Familiarity with financial sector instruments, laws, regulations, ethics and professional jargon.
- Highly proficient in oral and written communication skills. Alert to non-verbal communication techniques. Working knowledge of a major foreign language would be an asset.

- Very high level of computer skills, particularly word-processing, spreadsheets, presentation programmes and Internet use. Excellent keyboard skills with a typing speed of about 60 words per minute. Knowledge of shorthand would be an asset.
- At least three years' work experience in a similar capacity, preferably in the finance section of a financial institution.

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*).

EXTERNALLY

FREQUENCY & HOW

Suppliers (e.g. *Travel agencies, hotels, caterers,*)

As requested. Via telephone, in writing, in person.

INTERNALLY	FREQUENCY & HOW	REASON
Senior and other Team Leaders	Daily. Via telephone, in writing.	To respond on behalf of TLre: requests made or concerns raised.
Marketing Department	Ongoing. Via telephone, in writing, in person.	Where required .
FACT Department - Payables	Weekly/Monthly and as needed. Via telephone, in writing, in person.	To request /receive cheques for settling invoices;.
Settlement Dept – Couriers	As needed. Via telephone, in person.	To dispatch documents/packages.
Other Depts/ JMMB Team Members	As needed. Via telephone, in writing, in person.	To collect/deliver documents. Follow-up or feedback on matters assigned to facilitate business.

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*).

PHYSICAL	FREQUENCY	% OF TIME
Normal office environment.	Daily	95%
Working outside of office hours -	As needed	5%
SPECIAL	FREQUENCY	% OF TIME
N/A		

Prepared by (name): Althea Walters	Signatures:	Date (dd/mm/yy):
Reviewed by Incumbent & Team Leader (names):	Signatures:	Date (dd/mm/yy):
Verified by Human Resources Dept (name):	Signature:	Date (dd/mm/yy):

JOB TITLE: _____

DEPARTMENT: _____

DESIREABLE PERSONALITY TRAITS

(*See areas assessed in Talent Plus)
etc.)

TOP FIVE DESIREABLE PERSONALITY TRAITS	
1.	Positive approach to tasks, "Sure Can Do" attitude.
2.	Initiative
3.	Resourcefulness and creativity
4.	Solution Oriented
5.	Integrity and Accountability

INTERNAL JOB RATING SCHEME

(* See Job Rating Manual for definitions, **weighting, scoring**

JOB RATING FACTORS, WEIGHTING & SCORES		
Knowledge [Education & Experience, Leadership & Management, Client Care]		
Problem Solving [Complexity, Freedom to act/Creativity]		
Responsibility & Accountability [Authority, Organizational Impact, Scope]		
Work Environment [Effort, Dexterity]		
	100%	

CIRCLE the agreed post-Job Evaluation Grade/Level: 1 2 3 4 5 6 7 8 9 10 11 12

TM **STM** TL HOD STL ETL

Approved by (name):

Signature:

Date (dd/mm/yy):