



# Ministry of National Security

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## CAREER OPPORTUNITY

The Ministry of National Security invites applications from suitably qualified candidates to fill the post of: -

### **DIRECTOR, COMPLIANCE AND QUALITY MANAGEMENT (GMG/SEG 4) COMPLIANCE AND QUALITY MANAGEMENT BRANCH**

**SALARY SCALE: \$6,333,301.00 – \$8,309,840.00 (PAY BAND 10)**

#### **JOB PURPOSE:**

Under the general direction of the Head, Corporate Services, the Director Compliance and Quality Management is responsible for leading the development and implementation of the compliance and quality management framework and strategies; inter alia the Ministry's compliance and obligations consistent with all relevant Acts, Policies and Regulations. This includes but is not limited to the establishment of compliance standards and design improvement to internal control structures, to minimize the risk exposure of the Ministry.

Additionally, the incumbent has the responsibility of assisting the Ministry in achieving its strategic objectives by ensuring that its activities and programmes follow external and internal procedures, policies and legal framework.

#### **STRATEGIC OBJECTIVES**

- To improve the Ministry's compliance ratings in relation to existing guidelines, legislations and internal controls;
- To monitor the implementation by the Ministry of agreed recommendations arising out of audit activities and any external review;
- To foster and promote a 'culture of quality' over a 'culture of compliance';
- To manage the verification functions and pension indebtedness checks;
- To lead and manage the achievement of the strategic objectives of the Branch

#### **KEY OUTPUTS**

- Compliance and Quality Management framework and strategies developed and implemented;
- Data Protection Policy/operational procedures and guidelines developed and implemented;
- Service Excellence Policy/operational procedures and guidelines developed and implemented
- Risk mitigation strategies identified and recommended;
- Implementation of Standard Operating Procedures monitored;
- Post-implementation assessment of recommendations conducted;
- Pre-audits and verification activities conducted;
- Research and analysis conducted;
- Contribution to the Organizational Policy Review Committee;
- Reports prepared and submitted;
- Continuous improvement strategies developed and implemented;
- Corporate/operational and individual plans and budget developed.

#### **PERFORMANCE STANDARDS**

- Tracking and reporting on the implementation of agreed recommendations arising from audited activities and/or external reviews undertaken on a systematic basis;
- Recommendations/proposals submitted for implementation are in keeping with established standards;
- Monitoring and Evaluation framework developed and implemented in accordance with established guidelines
- Obligations under the Data Protection Act and Service Excellence Policy complied with in accordance with established guidelines;

- Technical reports, reviews and analyses completed within agreed timeframe;
- Quality, soundness and timeliness of advice, reviews and reports containing findings, assessment and recommendations;
- Breaches and infractions are detected and addressed by Programme Managers within the agreed timeframe;
- Risk management strategies identified and recommended in accordance with established standards;
- Reports produced within the agreed timeframe and are comprehensive;
- Governance and accountability mechanisms reviewed, and gaps documented and presented in accordance with established policies and legislation;
- Confidentiality, integrity and sensitivity are always displayed in the execution of duties;
- High level of discipline and staff morale always maintained within the Branch.

## **JOB DUTIES & RESPONSIBILITIES**

### **TECHNICAL/ PROFESSIONAL RESPONSIBILITIES:**

- Guides the development and implementation of strategies to improve organizational efficiencies and effectiveness;
- Develops and implements tracking/monitoring mechanisms to ensure compliance with established standards and regulations;
- Develops and implements compliance and quality management framework and strategies;
- Evaluates existing policies and procedures to coordinate internal practices and ensure compliance with regulations;
- Reviews the Ministry's internal control mechanisms especially those highlighted in audit reviews, to ensure that measures are implemented to minimize the risks it faces;
- Provide advice and guidance;
- Promote compliance with stipulated procedures, policies and legislation;
- Leads a corporate wide quality improvement programme with the development and implementation of a quality improvement plan;
- Facilitates the timely collection of data, analysis and reporting on key performance measures;
- Manages the electronic storage of quality improvement reports to promote access for key stakeholders;
- Develops and implements standard operating procedures related to the corporate compliance programme;
- Shares current information of policies, procedures and legislation that the Ministry staff should be aware to minimize risk exposure;
- Liaises with the Risk Management Branch in the identification of potential risks and design risk mitigation strategies;
- Collaborates with senior managers in the review and understanding of corporate governance guidelines;
- Collaborates with senior managers to ensure awareness of "best practices" on privacy a data security;
- Monitors and evaluates Ministry's efforts at corrective actions to ensure that findings and recommendations are effectively dealt with;
- Collaborates with relevant personal data points in the Ministry in overseeing data subject access rights;
- Prepares reports and presentations on findings and analysis;
- Identifies risks and makes recommendations as to mitigation strategies;
- Collaborates with other Branch Heads in resolving compliance issues as they arise;
- Serves as a resource to other Divisions on quality compliance issues;
- Oversees the verification functions and pension indebtedness checks.

### **Director Compliance and Quality Management Portfolio Responsibilities**

- Develops, implements and maintains privacy and consent mechanisms, information notices and other materials reflective of the Ministry's stance on data protection;
- Oversees the undertaking of the Ministry's data and projects and ensures that they are consistent with the data protection policy and Act;
- Keeps abreast of amendments to policies, procedures and legislation and accreditation standards;
- Oversees the preparation and submission of reports regarding the status of the privacy programme;
- Collaborates with the Strategic Planning and Performance Management Branch in the development and coordination of a risk management and compliance framework for privacy;
- Collaborates with organizational development, and legal services in providing guidance and assistance in the identification, implementation and maintenance of the Ministry's information privacy policies and procedures;

- Collaborates with all the relevant stakeholders such as ICTSB, HRMD, and DIASU in the reviewing of system-related information security plans to ensure alignment between security and privacy practices.

### **Management and Human Resource Responsibilities**

- Plans, organises and directs the work associated with the function and resources of the Branch including the development of the strategic business, operational and individual work plans, and annual budget to reflect the Branch's strategic priority areas;
- Undertakes HRMA-related duties including selection, performance management, training and discipline for the Section's staff in accordance with the Ministry's policies and procedures;
- Develops and manages the performance of direct report(s), including transferring skills, motivating staff, setting performance targets, monitoring performance, providing feedback and arranging for training;
- Conducts periodic reviews and final annual assessment of direct report(s) in accordance with respective work plans, of supervisees, based on agreed performance assessment criteria and prepares performance reports;
- Acts as Chairperson for the Organizational Policy and Service Excellence Review Committee;
- Ensures that there are sufficient and appropriate physical resources to undertake the operations efficiently and effectively;
- Maintains effective working relations with external and internal stakeholders and customers.

### **MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE**

- Masters Degree in Management, Finance, Business Administration, Public Administration or equivalent qualification from a recognized (accredited) tertiary institution;
- Exposure to legal training would be an asset;
- Three (3) years' experience.

**OR**

- Bachelors' Degree in Management, Finance, Business Administration, Public Administration or equivalent qualification from a recognized (accredited) tertiary institution;
- Exposure to legal training would be an asset;
- Five (5) years' experience.

### **SPECIFIC KNOWLEDGE SKILLS AND ABILITIES**

- Expert knowledge in the principles and practices of quality management and compliance;
- Expert knowledge of auditing techniques and practices;
- Good knowledge of risk management techniques and strategies;
- Sound knowledge and understanding of GOJ policies and programmes and the machinery of government;
- Working knowledge of process improvement methodology;
- Sound knowledge of applicable laws, policies, regulations, and procedures;
- Excellent critical reasoning, quantitative and qualitative analysis skills;
- Expert knowledge of the Service Excellence Policy;
- Strong environmental scanning, analysis and interpretive skills;
- Strong negotiating and persuasive presentation skills;
- Proficiency in the use of the relevant computer applications.

### **COMPETENCIES**

- **Leadership** – Possess good leadership skills in achieving stated objectives
- **Planning and Organizing** – Excellent planning and organization skills
- **Problem Solving & Analysis** - Logical problem solving and analytical skills.
- **Communication** - Possess excellent written and oral communication skills.
- **Initiative & Judgment** - Ability to exercise initiative and sound judgment.
- **Integrity/Ethics** - Possess and exercise high integrity and ethical standards.
- **Interpersonal Skills/ Stakeholder Engagement skills** – Coordinates with a diverse set of stakeholders while maintaining a level of independence
- **Innovation and creativity** – Ability to come up with new ideas/new way of thinking
- **Priority Management** – ability to manage multiple projects at once
- **Teamwork** - Be a team player.

## **SPECIAL CONDITIONS ASSOCIATED WITH THE JOB**

- Pressured working conditions with numerous critical deadlines.
- May be required to work beyond the normal working hours;
- May be required to work on weekends and public holidays;
- May be required to travel locally and overseas;
- Typical working condition.

Interested persons should forward their applications and resume **NO LATER THAN Friday, May 9, 2025** to the: -

Director, Human Resource Management and Administration  
Human Resource Management and Administration Branch  
Ministry of National Security  
4<sup>th</sup> Floor North Tower  
2 Oxford Road  
Kingston 5  
Email: [jobopp@mns.gov.jm](mailto:jobopp@mns.gov.jm)

**Subject: Director, Compliance and Quality Management (GMG/SEG 4)**

***Thank you for expressing an interest in joining the Ministry of National Security's (MNS) team. Please note that while we appreciate all applications, only shortlisted candidates will be contacted.***

***The Ministry wishes to assure applicants that your personal data will only be used for the purposes of recruitment and selection exercise related to career opportunities within the Ministry.***