

PROPOSED JOB DESCRIPTION AND SPECIFICATION – EXECUTIVE SECRETARY

JOB TITLE: Executive Secretary 1

JOB GRADE: OPS/SS 4 (Proposed)

DEPARTMENT: Office of His Excellency the Governor-General & Staff

UNIT: The Personal Establishment

REPORTS TO: Deputy Governor-General’s Secretary (Personal)

RELATES TO: Not Applicable

JOB PURPOSE

The Executive Secretary 1 provides secretarial and administrative support to the Personal Office and the Unit Managers/Supervisors that fall under the Personal Establishment. The incumbent also provides critical support for State Visits, Meetings, Courtesy Calls, and Social events, as well as a wide range of administrative and office support activities.

The incumbent projects a professional image through in person and telephone interaction thereby upholding the Office’s high standards of service delivery which is considered vital and deserving to visitors, stakeholders and staff.

The incumbent seeks to achieve the job purpose by embracing, demonstrating and contributing to the Vision of The Office of The Governor-General and Staff: “A culture of excellence through people, performance and partnerships”.

KEY RESULT AREAS/ OUTPUT

1. Letters, memoranda, reports, minutes and other documents.
2. Arrangements for meetings.
3. Briefing Notes.
4. File systems for electronic and manual records.

KEY RESPONSIBILITY AREAS

Management/Administrative Responsibilities

Not applicable.

Technical/Professional Responsibilities

1. Monitor Their Excellencies weekly, monthly and annual diaries in order to be kept abreast of, and to ensure optimal response time and preparedness for activities on the Events Diary.
2. Provide secretarial/administrative support to the Events Manager, Household Manager, GGPE Project Officer, and Executive Secretary 2, with matters under their purview, to include but not limited to: - preparing reports, requesting quotations and preparing the requisite request for procurement forms, preparing menu cards and programmes, and collating and preparing briefs.
3. Prepare Briefing Notes as required for The Governor-General and/or Her Excellency, as directed and assist with the preparation of His Excellency's Weekly and Serial Diaries.
4. Attend event planning/other meetings as required. Prepare agendas and schedules, take notes and prepare minutes. Circulate approved minutes and follow-up with relevant persons on action items as directed.
5. Maintain Contact/Guests Lists for the various groups as required for the Personal Establishment.
6. In collaboration with the Event Manager, coordinate the preparation of invitations for events by assisting with the writing of invitations, preparing of mailing labels and preparing for dispatch.
7. Receive, log, compile and prepared update sheets for RSVPs, and provide updates as required.
8. Provide support for state and official events to include preparation and placement of menu cards, place cards and other collateral material as required.
9. Attend social/community events as required and provide support prior to and during events.

10. Compose letters, memoranda and reports; prepare written responses as required. Prepare official and other documents as required.
11. Maintain an appropriate system to control and safe guard, confidential documents, files and reports.
12. Liaise with suppliers for quotations for goods and services. Prepare purchase requisitions as required in keeping with established procedures.
13. Answer, screen and transfer inbound phone calls, make outbound calls as required. Provide discreet and routine information to telephone and/or other enquiries.
14. Coordinate with Drivers/Bikers for the delivery of outgoing mails and other documents as well as pick up of items/ documents as required by the Aide-de-Camp to The Governor-General.
15. In the absence of the Executive Secretary 2, assist with the receipt, and recording of correspondence to the Executive Office. Process in keeping with established procedures. Bring to the attention of the Senior Executive Assistant any urgent correspondence.
16. Send e-mails, fax, scan, copy and file; retrieve documents and correspondence as required.
17. Maintain inventory of Stationery and First Aid Supplies for the Personal Office.
18. Provide support for the ordering, preparation and dispatch of Christmas cards.
19. Conduct basic research as required.
20. Perform any other related duties that may be assigned from time to time.

Departmental Human Resource Responsibilities

Not applicable

Other Responsibilities

1. Liaise with sponsors for social programmes and events. Coordinate up to point of receipt of donated items.
2. Provide support for receiving and ushering guests at events as required.

PERFORMANCE MEASURES

1. Confidentiality, integrity and professionalism are demonstrated in the execution of duties and in personal conduct.
2. Letters, memoranda reports, and other documents are prepared at the standard required and dispatched within the required timeframe.
3. Contact/Guest Lists for the Personal Establishment are updated as required and maintained.
4. Activities relating to social/community events efficiently coordinated in keeping with requirements.
5. Protocol requirements are observed and adhered to.
5. File systems for electronic and manual records in place and maintained. Documents are easily retrieved by key stakeholders.

REQUIRED KNOWLEDGE SPECIFIC TO THE POSITION

1. Knowledge of administrative procedures and systems.
2. Knowledge of principles and practices of Office Management.
3. Basic understanding of Inventory Supplies and Management.
4. Is computer literate in Microsoft Office applications.
5. "Know how" in operating standard office equipment.
6. Understanding of established protocols in Jamaica.

REQUIRED COMPETENCIES & ATTRIBUTES

1. Is loyal, composed, trustworthy and demonstrates impeccable integrity.
2. Able to organize, set priorities, multi-task and meet deadlines.
3. A problem solving and results driven individual with an eye for details.
4. Able to apply good judgment, initiative and cope well under pressure.
5. Excellent interpersonal skills and able to work as part of a team.
6. Able to communicate effectively in both oral and written form with persons at all levels.
7. Is confidential and professional as required in personal conduct and execution of duties.

MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- An undergraduate Degree in Business Administration/Management, or equivalent from a recognized tertiary institution. AND
- Successful completion of the Certified Professional Secretary course OR equivalent from an accredited institution.
- Three (3) years of related and progressive working experience.

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

This is a typical office environment, with no adverse working conditions; however, there may be occasions of long working hours and work on weekends and Public Holidays. He or she may be required to fill in for absent employees at short notice.

This position demands good physical and mental health.

AUTHORITY TO:

- Maintain close collaboration with internal and external stakeholders.
- As may be delegated from time to time.

LIAISE WITHIN THE OFFICE:

POSITION TITLE	PURPOSE OF COMMUNICATION
All Managers and Supervisors	Provide and request information
All non-management staff	Provide and request information

LIAISE EXTERNALLY TO THE OFFICE:

POSITION TITLE	PURPOSE OF COMMUNICATION
Suppliers of goods and services	To secure quotations, invoices and goods