



CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION
MINISTRY OF SCIENCE, ENERGY, TELECOMMUNICATIONS AND
TRANSPORT (MSETT)

JOB TITLE:	Employee Relations Officer
JOB GRADE:	GMG/SEG 1
POST NUMBER:	
DIVISION:	Corporate Services
BRANCH/UNIT:	Human Resource Management and Development
REPORTS TO:	Director, Employee Relations, Health, Safety & Wellbeing
MANAGES:	N/A

This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent.

This document is validated as an accurate and true description of the job as signified below:

Employee

Date

Manager/Supervisor

Date

Head of Department/Division

Date

Date received in Human Resource Division

Date Created/revised

JOB PURPOSE

Under the direct supervision of the Director, Employee Relations, Health, Safety & Wellbeing, the Employee Relations Officer will be responsible for managing employee and industrial relations practices within the Ministry and address or avert issues of concern as it relates to working conditions, contracts of employment, workplace agreements, absence management, dispute resolutions as well as managing employees' participation in management decisions regarding conflict and grievance resolution.

KEY OUTPUTS

- Good industrial relations climate maintained
- Dispute resolution strategies devised and implemented
- Advice and support to managers and employees regarding prevention and resolution of disputes provided
- Research on industrial relations issues conducted
- Counselling sessions for relevant staff conducted

KEY RESPONSIBILITIES

Administrative/Management Responsibilities

- Develops and implements strategies for the prevention and resolution of disputes and grievances in order to ensure organizational compliance with relevant legislation, industrial instruments, the Ministry and other GOJ policies;
- Interprets policies for supervisors and employees;
- Meets with union representatives and staff regularly to resolve concerns, problems, and grievances. Provides innovative ways to address and solve industrial disputes;
- Provides consultation for supervisors and managers on disciplinary actions involving bargaining unit employees to ensure consistent and fair application

of the principles of due process and just cause, as well as collective bargaining agreements and Agency policy;

- Coordinates responses to employee grievances; prepares for and assists in presenting arbitration and contested cases;
- Acts as liaison with internal stakeholders, monitors organizational change processes and ensures appropriate communication and consultation with employees and their representative unions/associations to mitigate the risk of industrial disruption and ensure that organization priorities are met. Assists with outplacement and job search options where possible;
- Liaises with Legal Officer and Disciplinary Committees on all cases;
- Researches and investigates concerns by managers, employees and unions/associations relating to employee issues and formulates plans to address potential breaches of industrial instruments or statutory entitlements to enhance industrial peace;

Technical Responsibilities

- Arranges Disciplinary hearings.
- Coordinates with Public Sector Employee Assistance Programme (PSEAP) and other providers to conduct counseling sessions with employees individually as necessary;
- Conducts research on Labour Relations matters to ensure the continued update of policies in keeping with government and international standards;
- Liaises with internal stakeholders to assist in managing the human resources during any restructuring within the organization.
- Organizes the investigation of accidents and unsafe working conditions, studies possible causes and recommends remedial action;
- Provides employee relations support to Departments/Agencies for which the Ministries have oversight, as required
- Provides monthly and /or ad hoc reports as required
- Maintains confidential files for employee relations matters.

Other responsibilities

- Performs other related functions assigned from time to time
- Participates in the development/review of Human Resource Policies and Procedures Manual.

KEY PERFORMANCE STANDARDS

- Disciplinary and grievance matters actioned in keeping with the applicable policies and stipulated timelines
- Dispute resolution strategies devised and implemented within agreed timeline.
- Investigations carried out within required timeline.
- Grievances at the workplace handled professionally.
- Staff counseling managed effectively and efficiently.
- Claims are comprehensive and submitted within the established timeframe
- Meetings organized and effectively chaired.
- Staff provided with necessary guidelines, updates, and circulars within agreed timeframes;
- Reports completed and submitted within established timeframes
- Files are appropriately updated and securely stored.
- Confidentiality, integrity and professionalism are displayed in the execution of duties and personal conduct.
- Mutual respect displayed in the working environment at all times.

CONTACTS

Internal

<u>Contact</u>	<u>Purpose</u>
Director, Management Information Systems,	Receive directives & work assignments. Provide advice, guidance, support
IS team Members	To obtain/share information and collaborate on ICT matters
Heads of Division/Units	Matters related to industrial relations, and grievance
General Staff	To obtain/share information on HR policies industrial relations, and grievance matters

External

<u>Contact</u>	<u>Purpose</u>
Office of the Service Commission	Advice and clarification on Employee Relations matters
Civil Service Association	Discussions on matters related to grievances and industrial relations issues
Ministry of Finance and the Public Service	Discussions on matters related to, grievances and industrial relations issues/ Arrange employee counselling sessions
External Committee Members	To arrange hearings

REQUIRED COMPETENCIES

Core Competencies	Level	Technical Competencies	Level
Oral communication	3	Excellent knowledge of Jamaica Industrial Relations system with a knowledge of current workplace legislation and policy	4
Written communication	3	Excellent knowledge in modern occupation health and safety and environmental policies and practices	3
Customer and quality focus	3	Excellent judgement, and analytical skills	3

Team work and cooperation	3	Excellent interpersonal, negotiation and conflict resolution skills	3
Integrity	4	Knowledge of Human Resource processes and procedures	
Compliance	3		
Interpersonal skills	4		
Change management	3		

MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- First degree in Human Resource Management, Industrial Relations or similar discipline;
- Specialized Training in Industrial Relations
- At least three (3) years' experience in Industrial Relations

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Normal office conditions