

# HOUSING AGENCY OF JAMAICA LIMITED

## JOB SPECIFICATION AND JOB DESCRIPTION

**JOB TITLE:** Administrative Assistant  
**DEPARTMENT:** Legal Services and Sales  
**DIVISION:** Legal Services and Sales  
**POST:**  
**GRADE:** F

**BAND:** 5

**POINT:** 1st

### Job Purpose:

Under the direct supervision of the Senior Manager, Legal Services and Sales, the Administrative Assistant will be responsible for providing high-level administrative, clerical, and technical support to the Department's Head and the Legal Services and Sales Department.

The role is critical to ensuring the efficient and effective execution of departmental functions, including workflow coordination, document management, stakeholder correspondence, and data monitoring. The Administrative Assistant will contribute to maintaining legal and regulatory compliance, facilitating the timely processing of property transactions, and enhancing customer satisfaction.

This position is designed to support the strategic and operational objectives of the department while aligning administrative processes with the Agency's broader mandate of organisational efficiency and service excellence.

### Key Outputs:

- **Schedule and Calendar Management:** Effectively coordinates and manages the Senior Manager's daily agenda, including scheduling meetings, appointments, and internal/external engagements to ensure optimal time management and prioritisation of responsibilities.
- **Correspondence Management:** Drafts, formats, reviews, and processes letters, memoranda, forms, reports, and other legal and sales-related documentation as directed by the Senior Manager and Legal Officers. Ensures all correspondence is prepared accurately, dispatched in a timely manner, and complies with internal protocols, legal standards, and organisational policies.
- **File and Records Management:** Maintains a structured and secure filing system for both physical and digital documents, ensuring ease of retrieval, confidentiality, and compliance with document retention policies.
- **Contract and Case File Tracking:** Accurately updates and monitors tracking systems for legal contracts, case files, and sales documentation to facilitate timely action, informed decision-making, and reporting.
- **Communication Coordination:** Manages internal and external communication flows on behalf of the Senior Manager, including liaison with staff, clients, attorneys, government agencies, and other stakeholders to ensure consistent and professional interactions.
- **Administrative Processing:** Prepares and processes requisitions, payment requests, procurement documentation, and other administrative forms in accordance with the Agency's financial and operational policies.
- **Compliance and Audit Readiness:** Ensures that all administrative records are maintained to support audit readiness and compliance with relevant legal, regulatory, and corporate governance requirements.

- **Stakeholder Engagement:** Acts as a key point of contact for legal and sales-related inquiries, facilitating effective engagement with clients, external counsel, vendors, and cross-functional teams to support the Department's strategic objectives.

### Key Responsibilities:

#### 1. Administrative Management of the Senior Manager's Desk

- Provide direct and confidential administrative support to the Senior Manager, including calendar management, coordination of meetings, follow-up on deliverables, and the prioritisation of correspondence and engagements.
- Serve as the primary liaison between the Senior Manager and internal/external stakeholders, ensuring that information flows are accurate, timely, and aligned with the Department's strategic goals.
- Track and monitor the Senior Manager's pending tasks and responsibilities to ensure timely completion and effective delegation, where appropriate.

#### 2. Administrative Support to Legal and Sales Officers

- Deliver end-to-end support in the preparation, editing, formatting, and dispatch of legal documents, including sales agreements, contracts, letters of offer, title documents, and supporting correspondence.
- Ensure all documents meet internal quality standards and are accurate, confidential, and legally compliant.
- Maintain version control and proper documentation of revisions for legal accuracy and audit trail purposes.

#### 3. Meeting Coordination and Secretariat Support

- Plan, coordinate, and facilitate meetings under the direction and supervision of the Senior Manager.
- Draft and circulate agendas ahead of meetings, record detailed and action-oriented minutes, and follow up on action items to support accountability and execution.
- Ensure appropriate meeting documentation is archived in accordance with records management policies.

#### 4. Correspondence Management

- Handle the preparation, logging, tracking, and timely dispatch of all departmental correspondence.
- Maintain high standards of professionalism in communication with clients, legal representatives, financial institutions, and government bodies.
- Ensure that correspondence aligns with the Agency's tone, formatting standards, and legal obligations.

#### 5. Records and File Management

- Develop and maintain secure, well-structured, and confidential filing systems for digital and physical documents.
- Ensure efficient retrieval and management of case files, client records, legal documents, and sales agreements.
- Uphold the Agency's data protection and retention standards to ensure compliance with relevant laws and policies.

#### 6. Database and Tracking System Maintenance

- Manage and update departmental databases and tracking systems to monitor progress on legal cases, sales transactions, compliance activities, and project deliverables.
- Generate periodic reports and summaries to support decision-making and departmental planning.
- Ensure data integrity and prompt reporting of discrepancies.

## 7. Procurement and Financial Documentation

- Prepare and process all administrative documentation related to procurement and finance, including purchase requisitions, legal invoices, etc.
- Liaise closely with the Finance and Procurement Departments to ensure documentation is accurate, timely, and in accordance with procurement guidelines and financial processes.

## 8. Internal Liaison and Coordination

- Facilitate communication between the Legal Services and Sales Department and other departments such as Human Resources, Finance, and Technical Services.
- Support cross-functional collaboration, promote operational cohesion, and ensure alignment with the Agency's organisational objectives and strategic direction.

## 9. Document Preparation and Technical Support

- Draft, proofread, and format reports, letters, spreadsheets, memoranda, and presentations using Microsoft Office Suite and other relevant software.
- Ensure consistency with the Agency's document standards and branding requirements, with a focus on quality, readability, and professionalism.

## 10. Deadline and Deliverables Tracking

- Maintain an updated tracking system of departmental tasks, deadlines, and deliverables.
- Follow up proactively with responsible parties to ensure timely completion of assignments and escalate outstanding issues to the Senior Manager when necessary.

## 11. Audit and Compliance Support

- Ensure that all departmental records are maintained in an organised, current, and audit-ready state.
- Assist in the preparation of documentation required for internal and external audits.
- Uphold compliance with internal control frameworks, statutory obligations, and records management best practices.

### Customer Service:

- Maintains internal customer service principles, standards, and measurements.
- Identifies and incorporates the interests and needs of customers.
- Ensures critical success factors are identified and meet expectations.

### Other:

- Perform other professional duties that may be assigned from time to time.
- Participate in the Agency's Committees (where necessary)
- Adhere to and administer the Agency's rules and regulations.

## Required Knowledge, Skills and Competencies:

### Core:

- Strong organisational and time management skills
- Recording and Transcription of Meeting Minutes
- Excellent written and verbal communication
- Analytical thinking and attention to detail
- Discretion and confidentiality in handling sensitive information
- Initiative and problem-solving ability
- Strong interpersonal and stakeholder management skills
- Customer-focused mindset with a commitment to service excellence

### Technical:

- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Knowledge of legal and real estate terminology and documentation
- Familiarity with case management and electronic filing systems

- Working knowledge of government administrative protocols and procurement practices
- Accurate data entry and reporting skills

#### **Minimum Required Qualifications and Experience:**

- Associate Degree in Business Administration, Public Administration, Management Studies, or a related field from a recognised institution
- Certification in Office Administration, Legal Office Procedures, Paralegal Studies, or Records Management is an asset
- At least three (3) years of experience in an administrative role, preferably within a legal, real estate, or sales environment
- Excellent Recording and Transcription of Meeting Minutes
- Experience in document control, legal administration, and stakeholder coordination.

#### **Special Conditions Associated with the Job:**

- May be required to work beyond normal working hours to meet critical deadlines
- Must manage high volumes of documents and communications under strict confidentiality
- Occasional travel to branch offices, couriers, or partner organizations may be required
- Fast-paced and dynamic environment with shifting priorities

#### **Effort – Physical Demand**

- Normal physical demand is required.
- Walking internally

#### **Effort – Mental Demand**

- To address administrative and clerical issues within the department, resolve customer-related concerns, and manage other similar organisational challenges.
- To keep abreast of changes in the relevant fields
- To meet monthly and annual objectives
- To meet regular reporting deadlines

#### **Working Conditions:**

- Ninety-five per cent (90%) of the time in the office, such as in meetings
- Ten per cent (10%) of the time spent travelling locally (communities, branches/sites), attending internal and external meetings or occasions/events, and sites.

#### **Equipment Usage:**

- Network Computer and/or Agency Laptop
- Telephone Devices (desktop and mobile)
- Printers, Scanners, Copiers, etc.
- Projector and Multimedia
- Binding and Laminating Machines
- External Drives

#### **Reporting Relationship:**

Reports To: Senior Manager, Legal Services and Sales

- The Administrative Assistant operates under the general direction and supervision of the Senior Manager, Legal Services and Sales. While day-to-day responsibilities are carried out with a reasonable degree of autonomy, the incumbent receives guidance on strategic priorities, sensitive matters, and complex tasks that require higher-level oversight or cross-departmental coordination.
- The Senior Manager provides both structured and situational supervision, offering direction on workflow priorities, timelines, and standards for document preparation, stakeholder communications, and record management. Regular check-ins and performance reviews are

conducted to ensure that the quality, accuracy, and timeliness of outputs align with departmental goals and regulatory obligations.

- In carrying out duties, the Administrative Assistant is expected to exercise sound judgment, initiative, and discretion, particularly when handling confidential or legally sensitive information. However, matters requiring legal interpretation, significant decision-making, or deviations from established protocols must be referred to the Senior Manager for review and approval.
- The supervision provided ensures consistency in execution, accountability for assigned tasks, and alignment with the operational and strategic objectives of the Legal Services and Sales Department.

Supervision Given To: None

Nature of Supervision Given: None

Liaises Internally with:

- All Staff

Liaises Externally with:

- Government Ministries, Departments, Executive Agencies, Self-Financing, Public Bodies and Bureaus.
- Attorneys-at-Law
- Customers
- Suppliers of goods and services

#### Authority:

This position has the authority, within the boundaries of the HAJL's and the government's respective policies and procedures, to: -

- The Administrative Assistant is authorised to establish, maintain, and manage the department's filing systems for both physical and electronic records. This includes secure organisation, storage, retrieval, and archiving legal and sales-related documents in compliance with internal policies, data protection regulations, and audit requirements.
- The incumbent is permitted, with the approval of the Senior Manager, to engage in routine communication with internal and external stakeholders, such as clients, legal representatives, financial institutions, and government agencies, strictly within the scope of assigned responsibilities. All communication must be approved by the Senior Manager and reflect the professional standards of the Agency and adhere to confidentiality and information-sharing protocols.
- The Administrative Assistant is empowered with the knowledge and approval of the Senior Manager to initiate routine procurement and administrative processes, including the preparation of requisitions, submission of invoices, and completion of necessary documentation to support departmental operations. All such actions are subject to review and approval by the Senior Manager Legal Services and Sales or other designated authorities, in accordance with established procurement and financial guidelines.

#### Performance Standards:

Performance is deemed satisfactory to the extent to which the following key outputs meet the established standards:

- **Accuracy and Quality of Work:** All administrative documents, including but not limited to letters, memoranda, reports, and forms, must be prepared, formatted, and reviewed with a high degree of precision and professionalism. Output must be free from grammatical, typographical, and formatting errors. Legal and sales documentation must be managed with strict adherence to

established internal protocols, statutory requirements, and confidentiality standards, ensuring the integrity and reliability of departmental communications.

- **Timeliness and Responsiveness:** All assigned clerical tasks must be completed within designated timeframes, in alignment with departmental service-level expectations. Time-sensitive matters must be promptly prioritised, and any anticipated delays or resource constraints must be escalated to the Senior Manager in advance to support continuity and risk mitigation.
- **Filing and Records Management:** Physical and digital filing systems must be strategically maintained to ensure secure, structured, and readily retrievable records. Filing of documentation must be completed in real-time of receipt or finalisation, in compliance with the Agency's records management framework and data protection obligations under relevant legislation.
- **Communication and Correspondence:** All internal and external correspondence must be composed and dispatched in a timely, accurate, and professional manner. Interactions with stakeholders, including clients, attorneys, and institutional partners, must reflect the Agency's standards of conduct, and all communications must maintain clarity, confidentiality, and courtesy at all times.
- **Meeting and Secretariat Support:** Provides high-level secretarial support for departmental and stakeholder meetings, as instructed. This involves preparing and disseminating agendas and supporting documents in advance, recording comprehensive and objective minutes, and following up on assigned action items to ensure timely execution and accountability.
- **Use of Technology and Digital Tools:** Demonstrates consistent proficiency in Microsoft Office applications (Word, Excel, PowerPoint, Outlook) and other relevant digital tools used for document creation, data entry, and reporting. Maintains accurate and up-to-date entries in departmental databases and tracking systems to enhance transparency, workflow efficiency, and operational oversight.
- **Procurement and Financial Process Support:** Initiates and prepares administrative documentation related to procurement and finance, such as requisitions, purchase orders, and invoices, in accordance with the Agency's financial procedures and procurement policies. Ensures accuracy, completeness, and timely submission of all documents, thereby minimising rework and facilitating efficient processing.
- **Confidentiality and Professional Conduct:** Handles all sensitive and confidential information with discretion and in full compliance with the Agency's internal policies and legal obligations. Exhibits a high standard of professionalism in appearance, demeanour, and communications, reinforcing the integrity and credibility of the Legal Services and Sales Department.
- **Initiative and Problem-Solving:** Demonstrates the ability to anticipate administrative requirements, identify potential challenges, and act proactively to support departmental goals. Seeks clarification where necessary and proposes practical solutions to the Senior Manager to ensure seamless operations and continuous improvement.
- **Team Collaboration and Support:** Actively supports and engages with colleagues across the Legal Services and Sales Department and other internal units. Maintains a collaborative and respectful working relationship, contributes to team objectives, and assists others as needed to ensure cohesive and efficient departmental performance.

#### Agency Declaration:

Please note that the Housing Agency of Jamaica Limited Executive Management reserves the right to revise and amend the Job Description when necessary to accommodate the needs of the business.

**THIS DOCUMENT IS INTENDED TO BE A GUIDE IN TERMS OF MAJOR  
OUTCOMES/ACCOUNTABILITY OF THE PORTFOLIO SIGNIFIED ABOVE**

**Document Validation :**

-----  
Employee's Signature

-----  
Date

-----  
Senior Manager,  
**Legal Services and Sales**

-----  
Date

-----  
HR Representative

-----  
Date