

# **HOUSING AGENCY OF JAMAICA LIMITED**

## **JOB SPECIFICATION AND JOB DESCRIPTION**

**JOB TITLE:** Team Leader, (HRM, IR, and OSH)  
**DEPARTMENT:** Human Resources Management  
**DIVISION:** Human Resources Management and Administration  
**POST:** **261000**  
**GRADE:** D **BAND:** 8

**Job Purpose:**

Under the general direction and supervision of the Senior Manager, the Team Leader is a senior position within the Department. The incumbent will provide effective Human Resources Management, Industrial Relations, and Occupational Safety and Health components by promoting strategic and coherent approaches to develop and implement the organisational disciplines effectively and efficiently. The role is responsible for transactional services and supports human resource activities and policies by sustaining internal communication, stimulating consistency, and organisational development.

### Key Outputs:

## Human Resources Management

- Unit Plan and Budget Management Preparation
- Individual Work Plan Preparation
- Report Preparation
- HR Committee Submissions
- Policy Administration
- Statutory Declaration of Assets, Liabilities, and Income submissions coordinated
- Benefits Administration
- Employee Relations and Welfare activities and policies implemented

## Industrial Relations

- Dispute resolution strategies devised and implemented
- Consultation of disciplinary actions provided
- Investigation process for cases managed
- Disciplinary and Grievance processes managed
- The establishment of the Disciplinary Committee
- Disciplinary Hearings managed
- Union meetings attended/convened
- Disciplinary and criminal matters monitored
- Redundancy and Termination exercises managed

## Occupational Safety and Health

- Health and Safety policies, systems, and procedures developed
- Health and Safety programme developed
- Emergency plans developed
- Injury on the job submissions reviewed
- Fire drills and safety wardens' simulation exercises monitored
- Risk Assessment conducted

### Key Responsibilities:

Administrative:

#### Human Resources Management

- Assist with the development and coordination of the implementation of the Human Resources (HR) Policies, including but not limited to aspects related to performance management, new hire orientation, remuneration, career and talent management, mobility, and succession.
- Collaborate in the implementation of projects with an impact on HR Management, Industrial Relations, and Occupational Safety and Health.
- Liaise with and/or provide advice to Senior Management and staff on organisational and government (HR, IR, and OSH) policy-related matters.
- Lead and participate in the implementation of the Agency's Business Continuity Plan.
- Convene meetings when necessary.
- Assist the Head of the Department with the development and maintenance of the Agency's Organisational Chart and Re-classification Activities.
- Develop, maintain, and execute the Agency's new hire orientation exercise.
- Oversee the Agency's Assets Management portfolio.
- Assist the Senior Manager with the Department's automation of processes.
- Maintain compliance with all employment laws and regulations and recommend best practices and policies to maintain acquiescence.
- Assist with Employee Relations and Employee Engagement activities.
- Represent the Agency at meetings, conferences, and other functions as directed.
- Keep abreast of new developments and approaches in the human resources discipline, labour laws, occupational health and safety, and human resources planning.
- Business partner with departments and/or teams to achieve work-related goals.

#### Management:

- Deputizes in the absence of the Senior Manager.
- Assists with the preparation of the Operational Plans and Budget for the HRM and Administration.
- Assign deliverables to team members, as discussed and directed by the Senior Manager.
- Monitor and evaluate the performance of team members, prepare performance appraisals, and recommend and/or initiate corrective action where necessary to improve performance and/or attain established personal and/or organisational goals.
- Provide leadership and guidance to team members through effective planning, delegation, communication, training, mentoring, and coaching.

#### Technical/Professional:

- Preparation of the Department's Monthly Reports (departmental, management, and strategic)
- Preparation of the Department's Budget Management (Semi-Annual, Annual, and Quadrennial)
- Oversee the formation and implementation of the Agency's (HRC) Human Resources Committee
- Prepare desk submissions to the Human Resources Committee (HRC) for consideration and approval.
- Conduct job analysis of the Agency's posts.
- Prepare job advertisement for approval in respect of vacant positions after consultation with the Senior Manager.
- Create and maintain an ongoing process of updating effective Job Descriptions.
- Assist with the recruitment and selection of candidates (external and internal) and serve as an interview panelist, where necessary.
- Ensures strategic staffing arrangements, inclusive of acting, transfers, and redeployment.
- Maintain the Agency's Headcount Management (active and attrition), Integrity Commission Declarant's List, and Human Capital Management.
- Conduct and document background checks of successful applicants.
- Coordinate and conduct the Agency's offboarding activities, such as: Exit Interviews, etc.
- Manages the Agency's Benefits Administration portfolio, inclusive of (Commercial All Risks, Life, Accidental Death and Dismemberment, Voluntary Benefits, Pension, and Health).
- Oversee the processing of employee information for the relevant areas of benefits administration.
- Provides advice to staff on all types of available benefits and pension matters.

- Design, develop, and implement the Department's HRM-related policies, programme initiatives, systems, and procedures in line with the established legislative standards and guidelines such as the HRM and Administration Policies and Manual, Sexual Harassment, Fleet Management, Occupational Safety and Health, Succession Plan, Access to Information, Talent Acquisition, etc.
- Ensure the processing, approval, and implementation of the policies.
- Collaborate with the designated Government Ministries/Departments/Executive Agencies and Bureaus to provide guidance, support, ratification, and approval.

#### **Industrial Relations:**

Plan, coordinate, and direct activities for the prevention and resolution of industrial disputes and grievances.

- Assist the Head of the Department with the reconciliation and execution process of employee and industrial relations matters, such as discipline and grievance issues, including conducting investigations and recommending legal and professional resolutions where applicable.
- Assist with bridging the relationship between management and employees by addressing demands, handling queries, interpreting, and resolving conflicts.
- Serve as an expert concerning laws governing employment, human rights, occupational safety and health, salaries, and labour relations.
- Mediates and resolves conflicts within the workplace.
- Assist with the investigations, explore charges for disciplinary hearings, and maintain comprehensive reports.
- Provide advice and guidance to staff in handling industrial relations issues.
- Facilitate the preparation and submission of documents to resolve grievances and industrial disputes.
- Administer the disciplinary and grievance processes for the Agency in keeping with existing regulations and ensure that resolutions are fair and impartial.

#### **Occupational Safety and Health:**

- Act as a key point of contact for staff with queries or concerns regarding the safety of the workplace.
- Keep abreast of current Safety, Health, and Wellness trends and best practices for continuous improvement of the Agency's policies, strategies, and programmes.
- Oversee the employees' Personal Protective Equipment (PPE) administrative and operational processes.
- Serves as a member of the Occupational Safety and Health Committee
- Monitors, evaluates, and reviews Safety and Health policies and practices to ascertain continued effectiveness and applicability.
- Conduct inspections through site visits to evaluate GoJ compliance with Safety and Health systems and practices, and report hazards, defects, or accidents that require rectification.
- Manage the collection, storage, and analysis of accident and other safety and health data to produce management reports, identify trends and recommend corrective actions, investigate circumstances and causes of accidents, and take necessary steps to prevent recurrence.
- Ensure that emergency drills are conducted.
- Ensure that staff members are sensitised on emergency exit/escape routes and assembly points.
- Support Management to maintain safe systems of work and implement best practices, including providing specialist advice, coaching, and practical support as needed.
- Oversight of the Agency's Safety Wardens
- Organise Safety Wardens simulation exercises island-wide and mobilise teams in case of an emergency.
- Oversee the installation and continuous training of the Safety Wardens.

#### **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:

- Excellent oral and written communication skills
- Proven leadership and strategic vision
- Ability to work within a team.
- Integrity and Compliance
- Meticulous and goal-oriented
- Change Management

Technical:

- Excellent analytical, planning, and organising thinking skills.
- Excellent problem-solving and decision-making skills.
- Networks effectively both internally and externally.
- Ability to exercise excellent business acumen.
- Ability to prioritise and handle multiple requests concurrently, with the flexibility to adapt seamlessly to rapid shifts in direction/strategy.
- Excellent knowledge of the Government's HRM Systems, Recruitment and Selection, Corporate Planning, Labour Laws, Budget Management, Staff Orders, Access to Information, Procurement Guidelines, and other policies that align with the disciplines.
- Ability to manage limited resources to achieve challenging output targets.

### Minimum Required Qualification and Experience:

- B.Sc. in Human Resources Management, Business Administration, Business Studies, etc.
- Certification in Industrial Relations and Occupational Safety and Health
- A minimum of five (5) years' experience working in a related field
- Keen understanding of the HRM, IR, OSH, and regulatory requirements
- Sound knowledge of the Government's Assets and Inventory Management policies.
- Sound knowledge of the Government's Public Procurement Policies and Procedures.
- Sound knowledge of Benefits Administration and Pension Management.
- Two (2) years' experience in a supervisory post in a similar environment.

### Special Conditions Associated with the Job:

- Holder of a valid General Driver's License and a Motor Vehicle in good condition
- May be required to travel locally to attend conferences, seminars, and meetings.
- Maybe required to work on weekends
- May be required to work beyond normal working hours when the need arises.

Effort – Physical Demand

- Normal physical demand is required.
- Walking internally and during branch/site visits.

Effort – Mental Demand

- To solve HR-related matters, clients and other similar organizational challenges.
- To keep abreast of changes in the relevant fields
- To meet monthly and annual objectives
- To meet regular reporting deadlines

**Working Conditions:**

- Ninety percent (90%) of the time in the office, such as in meetings
- Ten percent (10%) of the time spent travelling local (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, Human Resources Management and Administration

Nature of Supervision received:

**Strategic Direction and Oversight**

- Provides overall strategic guidance aligned with organisational goals and national HR reform initiatives.
- Ensures the Team Leader's work plans and objectives are in harmony with the Agency's HRM&A strategic priorities.

**Performance Management**

- Sets clear performance expectations and key performance indicators (KPIs).
- Monitors and evaluates performance through regular appraisals, feedback sessions, and coaching.

**Policy and Procedural Guidance**

- Interprets and clarifies HR, IR, and OSH policies, procedures, and regulatory frameworks.
- Supports compliance with relevant labour laws, GoJ regulations, and internal policies.

**Technical Support and Professional Development**

- Provides subject matter expertise and guidance on complex HRM, IR, and OSH matters.
- Facilitates access to training, mentoring, and development opportunities.

**Problem-Solving and Decision-Making Support**

- Offers direction on resolving sensitive or high-risk employee relations and OSH issues.
- Reviews and approves recommendations related to disciplinary actions, grievances, or safety incidents.

**Review and Quality Assurance**

- Reviews and signs off on HR reports, correspondence, and recommendations prepared by the Team Leader.
- Ensures outputs are consistent with organisational standards and regulatory requirements.

**Collaboration and Communication**

- Promotes collaboration across departments and functional areas to support cross-functional initiatives.
- Ensures timely communication of decisions, changes in policy, and strategic updates.

**Resource Allocation and Support**

- Assesses resource needs and advocates for tools, staffing, or budget necessary for effective team performance.
- Prioritizes work assignments and allocates tasks in alignment with organizational priorities.

Supervision Given To: None

Nature of Supervision: None

Liaises Internally with:

- All staff
- External – Security Officers
- External – Janitorial Staff

Liaises Externally with:

- Government Ministries, Departments, Executive Agencies, Self-Financing, Public Bodies, and Bureaus.
- External Business Partners for HR Technology
- External Business Partners for all insurance policies
- Talent Acquisition, HR, IR, and OSH vendors
- Training and Development Institutions
- Members of the Trade Associations (local and overseas)

#### **Authority:**

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

- Access to employee confidential information – personnel files.
- With the approval of the Department Head, prepare and/or review HR Committee submissions.
- Develop and manage the direct report's work and travel schedules.
- Recommend suitable candidates for employment through Talent Acquisition Processes.
- Make recommendations to the Senior Manager, HRM&A regarding the Agency's policies, practices, and systems.
- Delegate responsibility to subordinates, where required.
- Sign internal memorandums and other documents on the Senior Manager's behalf.
- Monitor the Agency's Performance Appraisal System.

#### **Performance Standards:**

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

##### **Work Planning and Execution**

- Prepares and executes annual work plans aligned with the HRM&A strategic objectives, with at least 90% completion of planned activities within the agreed timelines.
- Prioritizes and manages tasks effectively to meet deadlines and support departmental goals.

##### **Employee Relations Management**

- Effectively manages employee grievances, conflicts, and disciplinary matters within prescribed timelines and in accordance with legal and procedural standards.
- Maintains less than 5% escalation rate to external tribunals due to unresolved internal issues.

##### **OSH Compliance and Risk Mitigation**

- Conducts or facilitates periodic OSH inspections and investigations with 100% of reports submitted on time.
- Maintains an incident reporting and investigation system with timely follow-up and resolution (within 5–10 working days of incidents).

#### Stakeholder Engagement

- Maintains effective communication with unions, staff, and external stakeholders (e.g., Ministry of Labour), ensuring timely responses to inquiries and issues (within 2–3 working days).
- Supports consultation and negotiation processes with at least a 90% satisfaction rate from key stakeholders.

#### Leadership and Supervision

- Provides timely, clear direction and feedback to assigned staff; conducts regular team meetings and at least two formal performance appraisals annually.
- Demonstrates effective delegation, coaching, and professional development support for team members.

#### Reporting and Documentation

- Prepares accurate and comprehensive HRM, IR, and OSH reports, briefs, and updates with zero critical errors and 100% submission within required deadlines.
- Ensures proper record-keeping and confidentiality of employee files, IR proceedings, and OSH documentation.

#### Quality and Continuous Improvement

- Identifies and implements at least two process improvements annually to enhance HRM, IR, or OSH service delivery.
- Actively contributes to HR modernization and public sector transformation initiatives.

#### Customer Service

- Responds to employee and management queries and requests within a reasonable timeline.
- Ensures courteous, professional, and solution-oriented service delivery with at least 90% satisfaction rating from internal clients.

#### Compliance with Ethical Standards

- Demonstrates integrity, impartiality, and confidentiality in handling sensitive matters.
- Maintains full compliance with GoJ codes of conduct and professional HRM ethics.

#### 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 :

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Employee's Signature

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Date

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Senior Manager,  
**Human Resources Management and Administration**

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Date

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HR Representative

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Date