

INTEGRITY COMMISSION

CAREER OPPORTUNITY

Complaints and Protected Disclosures Officer

The Complaints and Protected Disclosures Officer is accountable to the Senior Complaints and Protected Disclosures Officer for the efficient and effective processing and assessment of complaints and the efficient and effective processing, assessment and investigation of protected disclosures, reported to the Commission. The Officer will also deliver training and sensitization to stakeholders, as well as, monitor compliance of Employers with the Protected Disclosures Act.

The Incumbent's Operational RESPONSIBILITIES will include, *inter alia*, to:

Execution

1. Receive, record, assess, investigate and otherwise deal with Protected Disclosures in accordance with the Third Schedule of the Protected Disclosures Act.
2. Acknowledge and update disclosers of the status of disclosures in compliance with the PDA.
3. Conduct early case assessment and detailed assessment on all reports that are received or assigned by the Senior Complaints and Protected Disclosures Officer (SCPDO).
4. Contribute to the development of Investigation Plans.
5. Perform investigation functions of gathering and verifying evidence through interviews and observation of suspects and witnesses or by reviewing and analyzing records and logs.
6. Maintain chain of custody for evidence collected during an investigation.
7. Draft detailed investigation reports that are properly arranged, indexed and preserved to be used as legal evidence, if necessary.
8. Ensure that assessment and investigation reports are prepared for submission to the SCPDO, accurately representing the content of and Information received.
9. Maintain working paper files as attendant support for information presented in the investigation file.
10. Receive, record, assess and refer Complaints received in accordance with the Integrity Commission Act.
11. Ensure that the proper channels are used to refer complaints and disclosures internally and externally.
12. Conduct research to ensure that complaints are legitimate and in keeping with the Integrity Commission Act.
13. Maintain electronic records of all complaints on the Complaints Management System (CMS).

14. Archive inactive files in accordance with the Commission's Document Information Management Policy.
15. Implement the Commission's Information Framework.
16. Provide information to potential complainants and disclosers about their rights and responsibilities under the respective legislations.
17. Provide information to potential subjects of a disclosure about their rights, responsibilities, duties and potential offences, where appropriate.
18. Create and maintain proper and secure records about disclosures, complaints, information and notifications.
19. Maintain confidentiality of the discloser, complainants, suspect(s) and witness(es), in accordance with the relevant legislations.
20. Contribute to the review and improvement of the complaint and protected disclosures receipt, logging and resolution process; ensuring satisfied stakeholders.
21. Participate in the engagement of stakeholders regarding anti-corruption and whistleblowing initiatives.
22. Conduct and participate in sensitization and training sessions of selected Designated Officers and Employers on matters related to Protected Disclosures.
23. Maintain contact with stakeholder organizations to ensure that assistance and advice are attended to, according to protocol and in a timely manner.
24. Provide guidance and clarity to prescribed persons and designated officers during the assessment of protected disclosures, where necessary.
25. Keep current with all legislations and best practices relating to whistleblowing and the handling of complaints.
26. Provide input to the development of own Job Accountability and Performance Targets; ensuring alignment to the Division's and Commission's Strategic Plan.
27. Provide input to the development of own Individual Development Plan (IDP) following the Performance Review as per the Performance Management System.
28. Performs any other duties assigned by the Manager of Complaints and Protected Disclosures or the Senior Complaints and Protected Disclosures Officer from time to time.

Qualifications:

- Undergraduate Degree in Business Management, Law, Criminology, or any other Social Science Degree.

Experience:

- Minimum of two (2) years' experience in managing complaints or conducting investigations.

Other Desirable Qualifications & Experience that would be an asset

- Formal Training in Investigative and Research Techniques from a recognized academic institution; and
- Experience in conducting research and writing reports.

Desired Skills & Competencies

- Shares the Commission's Values, Mission and Vision.
- Demonstrates critical competencies in commitment to results and team building.
- Translates broad goals into achievable steps.
- Anticipates and solves problems.
- Manages continuity, change and transition and knows how to influence and enable others.
- Ability to plan and organize within a constantly changing environment and prioritize among conflicting demands.
- Ability to communicate effectively in both written and oral formats at all levels.
- Excellent interpersonal, people management and social skills.
- Consistently displays integrity, modelling behaviour, developing people and building teams.
- Proficiency in the use of Microsoft Office Suites.
- Ability to communicate effectively in both written and oral formats and to deal effectively with people at all levels.
- High level of confidentiality, honesty and integrity.
- Works on own initiative, trustworthy and result oriented.
- Effectively plan and manage time.

Specific Knowledge

- Knowledge of the Integrity Commission Act, the Protected Disclosures Act and any other such Acts or Legislation governing the operations of the Integrity Commission.
- Working knowledge of the Access to Information Act.

Working Conditions

- Typical office environment, with Travel required.
- Willingness to work beyond normal working hours as the situation may demand.
- Some mental pressure due to demand by the primary stakeholders and General Public.

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Basic Salary: \$4,479,584.00 per annum

GENERAL

Appointments will normally be on the basis of a Three-year Contract in the first instance, which is renewable based upon performance. A Gratuity of 25% of Basic Salary is payable upon the satisfactory completion of the contract period.

STATUTORY DECLARATION OF ASSETS

Please be advised that, *where applicable*, only persons who have submitted Statutory Declarations of Assets, Liabilities and Income, as required, to the Integrity Commission and the former Commission for the Prevention of Corruption, can be considered for employment to the Integrity Commission.

Applications, along with Curriculum Vitae, must be submitted no later than:

Friday, October 16, 2026 at 3:30 p.m. by hand or electronically, by 11:59 p.m. to:

The Human Resource Manager
Integrity Commission
6th Floor Sagicor Sigma Building
63-67 Knutsford Boulevard
Kingston 5

Or email: vacantpositions@integrity.gov.jm

All applications will be treated with the strictest confidence. We regret that only Applicants who are shortlisted will be contacted.

Please be advised that the successful candidate will be subjected to background checks.