

INTEGRITY COMMISSION

CAREER OPPORTUNITY

Complaints Review Officer (Information and Complaints Division)

The Integrity Commission invites eligible candidates to submit applications for the position of **Complaints Review Officer**. The Complaints Review Officer is accountable to the Manager of Complaints & Protected Disclosures for the efficient and effective processing of all complaints reported/submitted to the Commission as well as matters of Protected Disclosures.

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

1. Receive, log, record and process complaints, information or notification provided from relevant persons/entities.
2. Conduct on-going research of various sources and maintain database with profiles; highly sensitive information which may become actionable.
3. Contribute to the review and improvement of the Integrity Commission's Complaints Policy; ensuring satisfied stakeholders.
4. Participate in the engagement of stakeholders regarding whistleblowing initiatives.
5. Develop, in consultation with the Manager of Complaints and Protected Disclosures, own Job Accountability and Performance Targets; ensuring alignment to the Integrity Commission's Strategic Plan.
6. Maintain contact with stakeholder organizations to ensure that assistance and advice are attended to, according to protocol and in a timely manner.
7. Keep current with all legislations and best practices relating to whistleblowing and the handling of complaints.

Qualifications:

- Undergraduate Degree in Management Studies, Communications, Business Administration or equivalent.

Experience:

- Minimum of two (2) years' experience in the Public or Private Sector, preferably in an Information Management or Public Relations environment.

Skills & Competencies

- Shares the Commission's Values, Mission and Vision.
- Demonstrates critical competencies in commitment to results, business savvy, leading change and team building.
- Anticipates and solves problems and maximizes opportunities.
- Ability to communicate effectively in both written and oral formats at all levels.
- Excellent interpersonal, people management and social skills.
- Consistently displays integrity, modeling behavior, developing people and building teams.
- Proficiency in the use of Microsoft Office Suites.

- High level of confidentiality, honesty and integrity.

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: \$1,472,132 - \$1,749,902 per annum
Travelling Allowance \$894,924.00 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 Declarations 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, January 22, 2021 at 4:00 p.m. by hand or electronically, by 11:59 p.m. to:

The Human Resource Manager
Integrity Commission
PIOJ Building, 1st Floor
16 Oxford Road
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.