

INTEGRITY COMMISSION

CAREER OPPORTUNITY

Complaints Review Officer

Job Summary

The Complaints Review Officer is accountable to the Senior Complaints Review Officer for the efficient and effective processing and assessment of all complaints reported/submitted to the Commission, as well as matters of Protected Disclosures reported, in order that the Entity achieves its Mission and Vision in a sustainable manner.

Major Responsibilities

1. Develops, in consultation with the Manager, Complaints and Protected Disclosures, own Job Accountability and Performance Targets; ensuring alignment to the Department's and Commission's Strategic Plan.
2. Develops, in consultation with the Manager, Complaints and Protected Disclosures, own Individual Development Plan (IDP) following the Performance Review as per the Performance Management System.
3. Contributes to the review and improvement of the complaint receipt, logging and resolution process; ensuring satisfied stakeholders.
4. Participates in the engagement of stakeholders regarding anti-corruption and whistleblowing initiatives.
5. Participate in sensitization and training sessions of selected Designated Officers on matters related to Protected Disclosures.
6. Receives, logs and records complaints, information or notification provided from the relevant persons/entities.
7. Drafts Acknowledgement Letters for Complaints, Information and Notification received by the Commission.
8. Examines the nature of complaints and information received for the appropriate classification of such information.
9. Assesses complaints and information received in order to determine the basis of referral.
10. Provides guidance and clarity on matters related to Complaints and Protected Disclosures.
11. Archives inactive files in accordance with the Commission's Document Information Management Policy.
12. Ensures that reports prepared for submission to the Senior Complaints Review Officer accurately represent the content of the complaint and Information received.
13. Maintains contact with stakeholder organizations to ensure that assistance and advice are attended to, according to protocol and in a timely manner.

14. Keeps current with all legislations and best practices relating to whistleblowing and the handling of complaints.
15. Performs any other duties assigned by the Manager of Complaints and Protected Disclosures or the Senior Complaints Review Officer from time to time.

Minimum Required Qualifications and Experience

- Undergraduate Degree in Management Studies, Communications, Business Administration or equivalent.
- Minimum of two (2) years' experience in Classified Document and Information Management environment.

Other Desirable Qualifications & Experience that would be an asset

- Formal Training in Records Management from a recognized academic institution.
- Formal Training in Investigative Techniques and Financial Management.

Desired Skills & Competencies

- Shares the Commission's Values, Mission and Vision.
- Demonstrates critical competencies in commitment to results, business savvy, leading change and team building.
- Translates broad goals into achievable steps.
- Anticipates and solves problems and maximizes opportunities.
- 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, modeling 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.

EMOLUMENTS PACKAGE

Basic Salary	\$1,607,568.00 - \$1,910,893.00 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, September 30, 2022 at 3:30 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.