

# **INTEGRITY COMMISSION**

## **CAREER OPPORTUNITY**

### **Director of Information & Complaints**

#### **Job Summary**

The Director of Information & Complaints is accountable to the Board of Commissioners for the achievement of the Entity's Declaration Management and Complaints Management Objectives in order that the Integrity Commission achieves its Mission and Vision in a sustainable manner.

#### **Major Responsibilities**

##### **Planning**

1. Contribute to the Integrity Commission's Strategic Planning process, paying attention to the strategic objectives and initiatives for the Information and Complaints Division; resulting in the organization's annual Strategic Plan, Corporate Plan and Budget.
2. Lead the Strategic Planning process for the Information & Complaints Division; resulting in the annual Division's Strategic Plan and Budget aligned to the Commission's Strategic Plan.
3. Annually update Job Accountabilities and Performance Targets for all Direct Reports; ensuring alignment to the Commission's Strategic Plan.
4. Develop, in conjunction with each Direct Report, their respective Individual Development Plan (IDP) following the Performance Review as per the Performance Management System.

##### **Staff Development**

5. Constantly review the competency and performance of Direct Reports, providing continuous coaching and implementation of their respective individual development plans.

##### **Execution**

6. Receive, keep on record and examine all statutory declarations filed with the Commission.
7. Make enquiries as he/she considers necessary in order to certify or determine the accuracy of a statutory declaration.
8. Receive and keep proper record of any complaint or information or notification in relation to any or all of the following matters: -
  - i. any allegation which involves or may involve an act of corruption;
  - ii. any allegation regarding impropriety or irregularity with respect to the award, implementation or termination of a government contract or the grant, issue, suspension or revocation of a prescribed license; and
  - iii. any allegation in respect of non-compliance with any of the provisions of this Act.
9. Refer to the appropriate Director, any complaint or information or notification received under paragraph (c), or any other matter which he/she considers appropriate for action.
10. Design and maintain an intake system for categorizing and prioritizing all complaints and allocate cases to individual analyst to ensure timely completion of reviews.

11. Establish and maintain a comprehensive case management system for the effective tracking, management of and reporting on cases at all stages of financial reviews.
12. Identifies irregularities in the statutory declarations submissions and recommend for appropriate investigations.
13. Where necessary directly assess declarations of very high priority, sensitive and complex cases.
14. Ensure that all cases are properly documented in accordance with the standards and ensure that all findings are properly cross-referenced to the final report.
15. Manage the relationship and communication between key stakeholders concerned by the declarations submission process or the investigation results.
16. Implement ways of working to make the declarations and complaints management process more efficient and effective without compromising due process and staff welfare.

### **Monitoring and Reporting**

17. Direct the preparation of the Information & Complaints Division's monthly performance report in the Balanced Scorecard format; then lead the monthly Divisional Meeting to discuss performance, ensuring there are diagnoses and prognoses for any performance variances.
18. Attend the Management, Board and Subcommittee meetings to keep the organization updated on key issues regarding the Integrity Commission.

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

- Undergraduate Degree in Public Sector Management or any equivalent certifications.
- Master's Degree in General Management (MBA) from a recognized tertiary institution.
- Minimum of seven (7) years' experience in Public or Private Sector in similar capacity.

### **Other Desirable Qualifications & Experience that would be an asset**

- Not Applicable.

### **Desired Skills & Competencies**

- Reasoning Power - ability to make on-the-spot assessment of situations.
- Human Relations - inspiring leadership and ability to delegate and manage people and time effectively.
- Experience and understanding of the GOJ's operations in particular its' declarations management and procurement processes.
- Training in Investigative (Financial & otherwise) Techniques.
- Experience in dealing with Document Management; particularly confidential and sensitive information.
- Knowledge of and demonstrated experience in integration and coordinating diverse areas of management and administration.
- Knowledge in finance, human resources, planning, evaluation and sound governance.
- High level of personal skills to make formal, persuasive presentations to groups and to deal effectively with people from all segments of the community.

- Shares the Commission's values, mission and vision.
- Consistently displays integrity, model's behavior, develops people and builds teams.
- Ability to inspire confidence of others, command respect of other and to respect the dignity of others.
- Manages continuity, change and transition and knows how to influence and enable others.

### **Specific Knowledge**

- Knowledge of the Integrity Commission Act and any other such Acts or Legislation governing the operation of the Integrity Commission.

### **Working Conditions**

- Typical office environment.
- Irregular hours from time to time.
- Travel required periodically.
- Some mental pressure due to demand by the General Public.

### **EMOLUMENTS PACKAGE**

Basic Salary: \$11,455,206.00 per annum

### **GENERAL**

Appointments will normally be on the basis of a Five year Contract in the first instance, which is renewable based upon performance.

### **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, May 9, 2025 at 3:30 p.m. by hand or electronically, by 11:59 p.m. to:**

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

**Or email:** [vacantpositions@integrity.gov.jm](mailto: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.**