



The Firearm Licensing Authority, a statutory body with reporting relationship to the Ministry of National Security (MNS) hereby invites applications from suitably qualified individuals to fill the following post:

## **Director, Corporate Planning & Client Relations (LEVEL 9)**

### **Job Purpose**

To manage the forward planning process of the Authority in the development of its corporate and operational plans consistent with national policies and mandate.

### **KEY OUTPUTS**

- Framework for developing Strategic & Operational Plans of the Authority established/communicated
- Strategic and Operational Plans developed
- Authority's List of Priority Areas developed
- Research findings compiled
- Authority's Performance Reports prepared
- Trends analysis conducted
- Training Sessions conducted
- Annual/Quarterly/Monthly Reports compiled
- Customer Service Improvement Plan finalized, implemented and monitored
- Customer Service Strategies, Programmes, Draft Policies developed and implemented
- Service delivery monitored
- Citizens' Charter finalized, implemented and monitored
- Customer Service Training Programmes designed and developed
- Individual Work plan prepared
- Unit Strategic and Operational Plan prepared
- Technical advice provided
- Staff Appraisals conducted

## **KEY RESPONSIBILITY AREAS**

### **Management/Administrative**

- Plans and develop the forward planning of the Authority in accordance with its mandate and policies.
- In conjunction with the political directorate and Authority directors, develop a List of Priority Areas (informed by national priorities) to guide the strategic planning programmes of the organisation.
- Develops and maintains the system for the development of the strategic and operational plans of the Authority.
- Prepares Annual/Quarterly and Monthly reports relevant to roles and functions as needed.
- Participates in meetings, seminars, conferences and workshops as required.

### **Technical/ Professional Responsibilities**

#### *To manage the corporate and strategic planning process of the Authority*

- Evaluates and advises the Chief Executive Officer of opportunities, influences and threats (locally and internationally) to its programmes, projects and resources, to ensure the adequacy of precautionary measures and to strengthen the Authority's planning and policy development.
- Conduct periodic reviews of the performance of the Authority.
- Determines and advises on any incongruence between plans, policy and implementation.
- Prepares Authority performance reports for submission to the Ministry of National Security and the Ministry of Finance.
- Direct on-going research into key components influencing policies, plans and programmes of the Authority with a view to ensuring harmony with sector and macro-socio-economic developments.
- Conducts trend analysis (policy, economic and financial) for the Authority's plans, programmes and operations.
- Assesses the Authority's capital and operational budgets and identifies/proposes modifications and supplementary sources of funding.
- Conducts economic and financial analyses of Authority portfolio areas to inform and update the long and short-term corporate planning for the sectors.
- Liaises with key government departments and agencies such as the Ministry of Finance, Bank of Jamaica, Planning Institute of Jamaica in the provision of technical information relative to the Authority.
- Design and develop training in Corporate and Operational Planning for Authority departments.

- Coordinates and compiles the Authority's Strategic and Operational Plans garnering input from the divisions and departments.
- Provides technical advice regarding key areas of the planning process such as the development of measurable performance indicators.
- Evaluate the performance of individual departments against target set and identify areas for improvement.

### ***To manage the client relations portfolio of the Authority***

- Meets customer service objectives by integrating customer service information and recommendations to strategic plans and reviews; preparing and completing action plans; implementing productivity, quality, and customer-service standards; resolving problems; completing audits; identifying customer service trends; determining system improvements; implementing change.
- Maximizes customer operational performance by providing help desk resources and technical advice; resolving problems; disseminating advisories, warnings, and new techniques.
- Ensure a robust Complaints Management System is in place to resolve customer complaints promptly.
- Improves customer service quality results by reviewing, evaluating, and re-designing business processes; establishing and communicating service metrics; implementing changes.
- Recommends, maintains and implements customer service policies, procedures, and guidelines.
- Develops and implements service level standards focused on response times and issue resolution.
- Develop and implement Customer Service strategies and specific objectives.

### ***Human Resource Responsibilities***

- Monitors and evaluates the performance of direct reports, prepares performance appraisals and recommends and/or initiates corrective action where necessary to improve performance and/or attaining established personal and/or organizational goals.
- Participates in the recruitment of staff for the Division/Unit and recommends transfer, promotion, termination and leave in accordance with established human resource policies and procedures.
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching.
- Facilitates welfare and development of direct reports.
- Contributes to and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and organization's goals.
- Contribute to the development and implementation succession planning framework in collaboration with the Human Resource Division through the development of procedural manuals and other duties prescribed within the framework.
- Prepare and conduct presentations on the role of the Department /Unit for the Orientation Programme.

### ***Other Responsibilities***

- Manage communication between FLA and the media.
- Prepares Cabinet Submissions to inform policy direction of the Authority.
- Participates in offset educational presentations.
- Performs other related duties as assigned

### **Authority (decisions the post holder has the power to make or recommend):**

- Recommend standards and procedures for improving the delivery of Authority programmes and projects.
- Recommend resource sourcing and allocation
- Recommends employees appointments, training promotion and disciplinary action.

### **Performance Standards:**

- Framework for the development of the strategic and operational plans for the Authority in conformance with government stipulations.
- Informed List of Priority Areas in line with national objectives and priorities and the Authority's mandate.
- Research/findings are valid and reliable, and provide sound bases for policy development, planning and decision-making.
- Development of the corporate and operational plans of the Authority in line with the Ministry's strategic objectives and within established timeframe.
- Trend analyses conducted in keeping with research best practices.
- Reports on the performance of the Authority are thorough and submitted within time guidelines.
- Training in strategic and operational planning.
- Number of training sessions held.
- Reports submitted within agreed timeframe and established format/guidelines.
- Staff appraisals conducted within agreed timeframes and established procedures.
- Individual Work Plan developed in keeping with established procedure and submitted within agreed timeframes.
- Technical advice provided is accurate and based on current best practices.

### **Required Competencies:**

#### ***Core Competencies***

- Good communication and presentation skills
- Excellent interpersonal skills
- Leadership skills
- Teamwork and Cooperation skills

### ***Technical Competencies***

- Strategic planning & research skills
- Monitoring & evaluation skills
- Experienced in budget preparation and analysis
- Proficiency in relevant computer applications (Microsoft Word, Excel and Winproj.)

### **Minimum Required Education and Experience**

- Bachelor's Degree in Management Studies, Public Administration or closely related field.
- Minimum three (3) years' related working experience with at least one (1) year experience at the management level in strategic or corporate planning.

Applications accompanied by resumes should be submitted

**NO LATER THAN FEBRUARY 28, 2025** to

**The Manager,  
Human Resource Management & Development  
Firearm Licensing Authority  
91A Old Hope Road, Kingston 6**

or

**[hrd@fla.gov.jm](mailto:hrd@fla.gov.jm)**

ALL APPLICANTS WILL BE REQUIRED TO PASS A SECURITY BACKGROUND CHECK. **PLEASE NOTE THAT ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED.**