



MINISTRY OF HOUSING AND URBAN DEVELOPMENT

JOB DESCRIPTION

MANAGER – CORPORATE COMMUNICATIONS

Job Summary

This incumbent is required to develop, direct and evaluate the Ministry's/Department's marketing and communications strategies and programmes including public relations, media relations, web site content and the Ministry's/Department's identity/image programme. Duties include planning, organising, directing and coordinating the work of staff engaged in the performance of related activities. Duties also include using communications as a vital component of the overall change management programme in support of the Ministry's/Department's initiatives amongst internal stakeholders and to inform clients, employees and the general public of initiatives and policies of government and of the Ministry/Department.

Key Duties and Responsibilities

- Plans, organises, directs and coordinates the work of staff engaged in the provision of Corporate Communications services in a Ministry/Department.
- Designs, organises and implements a creative and effective Communications Strategy including content management for the Ministry/Department's website ensuring that it is adequately integrated into the Ministry/Department's Operations.
- Prepares the more complex and sensitive briefs, media releases, advertisements and presentations; reviews speeches to be delivered by the Minister.
- Prepares the more complex Cabinet/Ministerial Notes, internal notes and other documents.
- Spearheads the development and implementation of media relations strategy to ensure proactive and positive media coverage of the Ministry's/Department's activities and to minimize negative media reports.

- Facilitates workforce effectiveness by setting standards for monitoring the performance of staff supervised.
- Directs and participates in the preparation of the budgetary estimates of the Corporate Communications Division/Unit and ensures that expenditure is in accordance with financial guidelines.
- Provides strategic advice to members of the Ministry's/Department's executive and senior management teams, business unit managers and client sector leaders to build and protect the corporate brand name and image.
- Defines and manages all aspects of strategic communications: brand management, reputation management and relationship management for the Ministry/Department.
- Directs the conduct of research activities to evaluate the effectiveness and efficiency of Corporate Communications and client service provided and recommends necessary changes.
- Prepares the required inputs for the Ministry's/Department's Annual Report and other reports required by other agencies.
- Formulates policies, procedures, systems and guidelines that support the Corporate Communications function in the Ministry/Department and ensures compliance.
- Oversees the budgeting, planning, direction, coordination, implementation and evaluation of major events and programmes in the Ministry/Department and ensures successful execution.
- Directs and co-ordinates staff engaged in the performance of protocol duties for the Ministry/Department in accordance with established standards to ensure appropriate etiquette is used in interactions with individuals such as dignitaries and officials.
- Advises on the development and implementation of corporate advertising strategies, programmes and action plans adopted by the Ministry/Department.
- Develops and trains staff supervised in the creation and implementation of Crisis and Issues Communication Plans.
- Participates in the procurement of consultants for communications and research services by defining the research problem, determining research methodologies and sources, advising on questionnaires and discussion guides and reviewing reports and recommendations.
- Manages the work activities of consultants providing communications and research services.
- Contributes to the development or provides oversight for customer relationships by maintaining constant dialogue, monitoring evolving needs, monitoring client care

audits/quality indicators/client surveys, and developing early dissatisfaction detection mechanisms.

- Directs and coordinates the process for monitoring national, regional and international news and provides the executive with media summaries as detailed in the delivery schedule.
- Performs other related duties as required.

Qualifications and Experience

- Minimum of eight (8) years' experience in the field of Corporate Communications or Public Relations or Media Relations and Advertising.
- Training as evidenced by a recognised University Degree in Communications Studies or a post graduate Diploma in a related field.



MINISTRY OF HOUSING AND URBAN DEVELOPMENT

JOB DESCRIPTION

CONTRACTUAL POSITION

MINISTRY OF HOUSING AND URBAN DEVELOPMENT HOUSING PROGRAMME FACILITATION AND IMPLEMENTATION UNIT JOB DESCRIPTION

HOUSING PROJECT OFFICER

Summary

The officer will provide technical support relevant to implementing, monitoring and evaluating programmes/projects under the Housing Programme Facilitation and Implementation Unit. The officer will provide technical guidance to clients of the Ministry's programmes on all matters relating to the home repairs, construction and renovation. The Officer will be expected to collect, review, analyze and evaluate programme data to facilitate reporting, decision-making and problem solving. Work is performed under the general direction of the Manager of the Housing Programmes Facilitation and Implementation Unit within established guidelines and is reviewed through dialogue, consultation and written reports.

Duties:

- Provides sound technical guidance and support to clients under the Ministry's housing programmes and in keeping with established guidelines relating to home repairs, construction and renovation.
- Implements, monitors and evaluates the Ministry's housing programmes in keeping with its strategic goals and objectives, and congruent with expected programme outcomes.
- Prepare briefs, notes, reports and statistics and other documents for submission to the Manager;
- Plans, organizes and executes programmes of research relating to the HPFIU's programmes, including the collection, analysis and presentation of basic statistical data;
- Plans, organizes and conducts research into particular areas of housing to establish trends, changes in trends or as a means of problem solving, and develops reports which provide sound conclusions based on analysis of data;

- Advises on changes that could improve current programmes and on possible emerging programmes;
- Establishes and maintains liaison with key stakeholders including Statutory Boards, Government Ministries, NGOs and other related bodies involved in the housing sector programme, and
- Performs other relevant duties as assigned by the Manage, HPFIU.

Qualifications

- Recognized University Degree in Project Management or related field
- Training in Building Construction

Skills and Competencies

- Experience in the building construction
- Sound planning, organizational and networking skills;
- Skills in examining and re-engineering operations and procedures and developing and implementing new strategies and practices
- Ability to establish and maintain effective working relationships;
- Ability to work in a team environment;
- Ability to gather data, compile information and prepare reports.



MINISTRY OF HOUSING AND URBAN DEVELOPMENT

JOB DESCRIPTION

Client Relations Assistant

JOB SUMMARY

The incumbent will be required to provide customer service support and related activities with respect to the implementation of the housing grant and other related programmes. The incumbent reports to the Senior Client Relations Officer.

DUTIES AND RESPONSIBILITIES

- Receive, sort and enter application forms on the H.A.F.'s database system
- Prepare files and contact applicant randomly selected for interviews
- Prepare schedules for interviews
- Interview randomly selected clients and verify all information provided at interview
- Prepare and maintain all files of applicants interviewed and follow up with clients for outstanding documents
- Prepare all correspondence to applicants
- Assist with Client field visits Community caravans and Ministry information outreach programmes as required
- Perform HPFIU Front desk activities including cheque disbursements
- Perform, as directed all clerical duties and work activities that relate to the functioning of the Unit, and
- Any other related duties

QUALIFICATIONS AND EXPERIENCE

- Five (5) O' Levels including English Language and Mathematics
- Two (2) years' experience in Customer Relations
- Three (3) years' experience in using computer software packages
- Excellent communication and interpersonal skills
- Ability to function as part of a team

OR

- Any equivalent combination of training and experience



MINISTRY OF HOUSING AND URBAN DEVELOPMENT

JOB DESCRIPTION

CONTRACTUAL POSITION

POSITION: SENIOR HOUSING INSPECTOR

JOB SUMMARY

Supervise a cadre of Housing Inspectors to ensure the conduct inspections of all claims by potential beneficiaries and recipients of the Ministry's housing programmes with regard to the construction/renovation of homes to ensure compliance with submissions and contractual agreements. Work is performed with a high degree of independence, initiative and judgement within the framework of the Ministry's policy framework, and under the general direction of the Programme Implementation Specialist.

REPORTS TO: Manager

SUPERVISION GIVEN TO: Housing Inspectors

DUTIES AND RESPONSIBILITIES

1. Supervises the works of Housing Inspectors in the Ministry's Housing Programme Facilitation and Implementation Unit (HPFIU).
2. Verifies site locations and feasibility for constructing housing solutions proposed by potential beneficiaries.
3. Inspects buildings to confirm that needed repair works conform to preliminary estimates submitted by applicants.
4. Establishes the approved scope of works for repairs with potential applicants, pursuant to scheduling same in the contractual agreement and ensuring compliance.
5. Makes recommendations based on inspection as to whether or not applicants should receive possible approval for the grant of funds to undertake approved scope of works.
6. Checks and verifies work done by contractors and beneficiaries upon completion of each stage of construction to ensure compliance with approved scope of works.

7. Inspects buildings to confirm that interim, progress and final completion of construction works conform to submissions by beneficiaries in respect of bills, receipts and materials on site.
8. Maintains records and documents in approved formats required for effecting disbursement to beneficiaries.
9. Performs related duties as required.

QUALIFICATIONS AND EXPERIENCE:

- A National Technician Qualification in Building or related construction discipline.
- Minimum of ten (10) years' experience in building construction.
- Must possess working knowledge of all operations pertaining to the construction/renovation of houses.
- Any equivalent combination of experience and training.



MINISTRY OF HOUSING AND URBAN DEVELOPMENT

JOB DESCRIPTION

HOUSING INSPECTOR

SUMMARY

Conduct inspections of all claims by potential beneficiaries and recipients of the Ministry's housing programmes with regard to construction/renovation of homes to ensure compliance with submissions and contractual agreements. Work is performed with a degree of independence, initiative and judgement within the framework of the Ministry's policy framework and under the general direction of the Senior Housing Inspector.

DUTIES AND RESPONSIBILITIES:

- Verifies site locations and feasibility for constructing housing solutions proposed by potential beneficiaries.
- Inspects buildings to confirm that needed repair works conform to preliminary estimates submitted by applicants.
- Establishes the approved scope of works for repairs with potential applicants, pursuant to scheduling same in the contractual agreement and ensuring compliance.
- Makes recommendations based on inspection as to whether or not applicants should receive possible approval for the grant of funds to undertake approved scope of works.
- Checks and verifies work done by contractors and beneficiaries upon completion of each stage of construction to ensure compliance with approved scope of works.
- Inspects buildings to confirm that interim, progress and final completion of construction works conform to submissions by beneficiaries in respect of bills, receipts and materials on site.
- Maintains records and documents in approved formats required for effecting disbursement to beneficiaries.
- Performs any other related duties as required.

QUALIFICATIONS AND EXPERIENCE

- A National Technician Qualification in Building or related construction discipline.
- Minimum of five (5) years' experience in building construction.
- Must possess working knowledge of all operations pertaining to the construction/renovation of houses.
- Any equivalent combination of experience and training