

MINISTRY OF HOUSING AND URBAN DEVELOPMENT

JOB DESCRIPTION

**PROGRAMME DIRECTOR, PROGRAMME MONITORING,
COORDINATING AND EVALUATION UNIT**

Job Summary

The incumbent is required to manage and direct the activities of the Programme Monitoring, Coordinating and Evaluation Unit (PMCEU) of the Ministry of Housing and Urban Development (MHUD). He is charged with the responsibility for programme execution for the assigned components of the Inter-American Development Bank (IDB) Loan Funded Programme.

Reports to: Permanent Secretary

Supervision Given to: A multi-disciplinary team of professionals and support staff of the Unit.

Duties and Responsibilities

- Provides advice and support in the establishment and staffing of the PMCEU.
- Manages the PMCEU on a day to day basis.
- Develops and strengthen collaboration with relevant government agencies partners, the Bank and other stakeholders to facilitate their understanding and support to the Programme.
- Ensures that Programme implementation follows the stipulations of the POM.
- Coordinates and supervises administrative, technical and communication activities necessary for successful Programme implementation.
- Initiates and coordinates the preparation of Annual Work Plans.
- Supervises the development and update of the following tools; Programme-annual Execution Plan (PEP), Annual Operation Plan (AOP), Procurement Plan (PP), Risk Management Plan (RMP), Stakeholder Engagement Plan (SEP) EIA's Risk Matrix (RM), Environmental and Social Management Plan (ESMP) and Progress Monitoring Report (PMR).
- Coordinates and supervises the preparation, monitoring and reporting on the execution of the overall procurement plan of the project for the procurement of works, goods, consulting and non- consulting services consistent with the Bank's procurement guidelines.
- Ensures the provision of logistical and other support to local and international consultants engaged under the Programme.
- Conducts, commissions, and/or coordinates timely monitoring and evaluation activities.

- Supervises Terms of Reference (ToR) preparation, bidding and procurement processes for works, goods, works, consultancies and services.
- Submits disbursements requests and justifications to the Bank.
- Supervises the preparation of financial statements and present evaluation reports.
- Incorporates the use of international best practices in project management.

Knowledge:

- Extensive knowledge of project management practices and principles.
- Extensive knowledge of procurement best practices, procedures and principles.
- Extensive knowledge and experience in the application of the International Federation of Consulting Engineers (FIDIC) rules.
- Extensive knowledge of the processes applied in the management of the Public Sector Investment Programme (PSIP).

Skills and Abilities:

- Ability to plan, organize, direct and coordinate the activities of a Division.
- Skill in programme/project planning, coordination and implementation.
- Ability to use the internet for research purposes.
- Ability to analyse and evaluate projects and to devise effective methods of evaluation.
- Ability to express ideas clearly and concisely and to prepare reports on programmes and projects evaluated.
- Ability to lead the project/programme implementation process and devise creative solutions to address problems encountered and resolve conflicts.
- Ability to lead and manage a programme of multiple interrelated projects, and to motivate Project Teams.
- Ability to communicate effectively both orally and in writing.
- Ability to establish and maintain effective working relationship with project stakeholders, associates, other public service employees and the public.

Minimum Experience and Training:

- Training as evident by the possession of a Bachelor's degree in one of the Social Sciences, or Engineering, or in a related field from a recognized University.
- Minimum of seven (7) years' experience in the area of project management.
- Experience in the management of large scale projects funded by International Agencies.

MINISTRY OF HOUSING

JOB DESCRIPTION

JOB TITLE: **MANAGER - HOUSING PROGRAMME FACILITATION AND IMPLEMENTATION UNIT**

JOB SUMMARY

The successful candidate will be responsible for managing, coordinating and implementing selected programmes of the Ministry of Housing. The work involves a considerable degree of independence within the framework of project agreements and ministerial policies and is subject to review by the Permanent Secretary.

Overall, the incumbent will manage the work of the staff within the Housing Programmes Facilitation and Implementation Unit (HPFIU), ensure adherence to agreed schedules, review the progress and feasibility of the programmes, and ensure the development of targets to achieve conformity with the mandate of the Ministry.

REPORTS TO: Permanent Secretary

SUPERVISION GIVEN TO: Programme Implementation Specialist, Housing Project Officers and Business Operations Assistant II (directly).
Senior Housing Inspector, Senior Client Relations Officer and other support staff (indirectly).

KEY DUTIES AND RESPONSIBILITIES

- Plans, organizes, manages and supervises the work of a group of professional, technical and non-technical officers in the Unit;
- Establishes goals and objectives for the Unit and monitors its performance;
- Provides professional management and leadership as appropriate for achievement of the Unit's objectives;
- Establishes policies and procedures relating to the operations of the Ministry's programmes, which are consistent with achieving its stated strategic goals and objectives;
- Administers phases of programme implementation in accordance with agreed schedules, terms and conditions of assisting agencies;

- Undertakes periodic site visits, investigates problems and advances solutions;
- Reviews progress of the Ministry's programmes and examines achievements in the light of Ministerial goals and makes policy recommendations and amendments where necessary;
- Collaborate with agencies/departments/other related bodies to review programmes and provide guidance;
- Supervise the preparation of reports on specialized areas of research; and
- Performs related work as may be required.

SKILLS AND COMPETENCIES

- Programme planning and implementation skills;
- Extensive knowledge of current management principles and practices;
- Effectively manage and coordinate the work of a multi disciplinary team;
- Ability to foster a cooperative work environment;
- Ability to make comprehensive assessment of development in the housing environment and make recommendations;
- Strong interpersonal and communication skills;
- Considerable knowledge and ability to use project management software;
- Ability to express ideas clearly and concisely, both orally and in writing; and
- Effective problem solving skills

QUALIFICATIONS AND EXPERIENCE

- At least seven (7) years experience in the field of management, projects management;
- A recognized University Degree in Social Sciences; and
- Post-graduate training management or any equivalent combination of experience and training.

MINISTRY OF HOUSING

JOB DESCRIPTION

JOB TITLE: **PROGRAMME IMPLEMENTATION SPECIALIST**

JOB SUMMARY:

The successful candidate will be responsible for implementing, monitoring and evaluating the Ministry's programmes/projects. 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.

REPORTS TO: Manager

SUPERVISION GIVEN TO: Senior Housing Inspector, Senior Client Relations Officer and Business Operations Assistant I (directly)
Housing Inspectors, Quantity Surveying Technician and other support staff (indirectly)

KEY DUTIES AND RESPONSIBILITIES:

- Monitors and evaluates the operations of the Programmes of the Ministry and its Agencies;
- Assists with the development and implementation of goals, objectives, and operating procedures for the approved programmes of the Housing Programmes Facilitation and Implementation Unit (HPFIU) consistent with the strategic goals of the Ministry;
- Manages and oversees the administrative and daily operations of the programmes of the HPFIU;
- Develops and implements systems and processes to establish and maintain records for the programmes of the HPFIU
- Coordinates the collection, compilation, and analysis of data relative to the Home Improvement Grant Programme, the Emergency Shelter Relief Fund and any other programmes of the HPFIU;
- Prepares notes, reports and statistics and other documents for submission to the Manager, HPFIU;

- Monitors project performance and advises on the necessary corrective action to be taken;
- Establishes and maintains liaison with other Statutory Boards, Government Ministries, and other related bodies involved in housing programmes; and
- Performs related work duties as assigned.

SKILLS AND COMPETENCIES

- 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;
- Solid diagnostic and problem-solving skills in assessing programmes and projects;
- Ability to gather data, compile information and prepare reports;
- Working knowledge of project management software;
- Experience in Project planning/implementation would be an asset

QUALIFICATIONS AND EXPERIENCE

- A minimum of five (5) years' experience at a supervisory level
- Recognized University Degree in Social Sciences
- Any equivalent combination of experience and training

MINISTRY OF HOUSING

JOB DESCRIPTION

JOB TITLE: HOUSING INSPECTOR

JOB 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.

REPORTS TO: Senior Housing Inspector or other Designated Officer

SUPERVISION GIVEN TO: N/A

DUTIES AND RESPONSIBILITIES:

1. Verifies site locations and feasibility for constructing housing solutions proposed by potential beneficiaries.
2. Inspects buildings to confirm that needed repair works conform to preliminary estimates submitted by applicants.
3. Establishes the approved scope of works for repairs with potential applicants, pursuant to scheduling same in the contractual agreement and ensuring compliance.
4. 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.
5. Checks and verifies work done by contractors and beneficiaries upon completion of each stage of construction to ensure compliance with approved scope of works.
6. 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.
7. Maintains records and documents in approved formats required for effecting disbursement to beneficiaries.
8. Performs 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.

MINISTRY OF HOUSING

JOB DESCRIPTION

JOB TITLE: **QUANTITY SURVEYING TECHNICIAN**

JOB SUMMARY:

The Quantity Surveying Technician certifies estimates and valuation of completed work for payment. Work is planned and processed independently but is subject to the general direction and review of the Co-ordinator of the Housing Policy Facilitation and Implementation Unit.

REPORTS TO: Senior Housing Inspector or other Designated Officer

SUPERVISION GIVEN TO: N/A

DUTIES AND RESPONSIBILITIES:

- Certifies preliminary estimates and bills of quantities and pricing;
- Reviews bills/receipts, estimates, quotation repair for works submitted;
- Verifies that bills/receipts submitted were for the work done;
- Meets with builders and homeowners at office or onsite to discuss scope of works and estimates submitted;
- Advises on appropriation of financial benefits in accordance with regulations set out by the Housing Policy Facilitation and Implementation Unit;
- Reviews drawings and estimates submitted;
- Identifies works required and the cost of the works;
- Contacts beneficiaries and arranges site visits;
- Completes initial and final reports upon discussion and agreement with applicant;
- Participates in the valuation of work in progress awarded by contract for interim and final payments to contractors;
- Participates in cost analyses and cost planning; advises on financial aspect of contracts; and
- Performs related work as may be required.

SKILLS AND COMPETENCIES

- Ability to conduct valuation of works in progress.
- Ability to prepare reports related to construction projects.
- Must have a good working knowledge of all operations pertaining to the construction/renovation of houses.

QUALIFICATIONS AND EXPERIENCE

- National Technician Diploma in Quantity Surveying or related construction discipline
- Three (3) years' relevant experience in the construction industry
- Minimum of three (3) years' experience in interpretation of drawings, preparation of Bills of Quantities and /or Estimates.
- Experience in cost analysis, cost planning and cost control on building/ construction projects
- Experience in estimating for building works
- Ability to conduct valuation of works in progress
- Ability to prepare reports related to construction projects
- Must have a good working knowledge of all operations pertaining to the construction/renovation of houses

Or

- Any equivalent combination of experience and training

MINISTRY OF HOUSING

JOB DESCRIPTION

JOB TITLE: SENIOR CLIENT RELATIONS OFFICER

JOB SUMMARY:

The successful candidate is required to supervise Client Relations Assistants in the performance of their duties to facilitate the implementation of the housing grants and subsidies programme.

REPORTS TO: Programme Implementation Specialist

SUPERVISION GIVEN TO: Client Relations Assistants

DUTIES AND RESPONSIBILITIES:

- Supervises Client Relations Assistant in the processing of applications;
- Provides members of the public with information pertaining to housing grants and subsidies programming;
- Supervises the entry of data on the HAFS system;
- Maintains files for tracking files for tracking system;
- Verifies information submitted by applicants, prior to applicant being interviewed;
- Oversees the interview process for clients randomly selected;
- Participates in the provision of information about the housing grants and subsidies at community outreach initiatives and supervises interaction between Client Relations Assistants and applicants;
- Ensures effective execution of field interviews where applicants are bedridden or otherwise incapacitated;
- Makes recommendation on application to supervisor after interview process in accordance with established criteria;
- Facilitates the completion of contract signing by the beneficiaries, submit files to the Permanent Secretary for her signature and approval and acts as witness to signatures; and

- Ensures the efficient and effective operation of the housing programme and subsidies by providing information and feedback to the supervisor.

SKILLS AND ABILITIES

- Proficient in the use of computer software packages
- Sound communication and interpersonal skills.
- Ability to prepare concise and accurate reports.
- Ability to function as part of a team.

MINIMUM EXPERIENCE AND TRAINING

- Associate Degree in Management Studies or any other related discipline
- Certificate in Social Work will be an asset
- Experience in a supervisory capacity
- At least three (3) years' experience in customer relations
- Proficient in the use of computer software packages
- Sound communication and interpersonal skills
- Ability to prepare concise and accurate reports
- Ability to function as part of a team
- Any equivalent combination of experience and training

MINISTRY OF HOUSING

JOB DESCRIPTION

JOB TITLE: **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.

REPORTS TO: Senior Client Relations Officer

SUPERVISION GIVEN TO: N/A

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



Government of Trinidad and Tobago

JOB DESCRIPTION **CONTRACTUAL POSITION**

JOB TITLE: BUSINESS OPERATIONS ASSISTANT II

JOB SUMMARY:

The incumbent is required to perform a variety of complex clerical/secretarial and administrative support duties. Work involves the performance of office management functions; assisting in strategy and work programme planning and implementation; undertaking follow-up activities as required and performing secretarial duties for managerial/professional and technical staff. Duties also include the supervision of employees engaged in the performance of related duties. Depending on assignment, the incumbent may be required to perform some or the full range of the duties of this position.

REPORTS TO:

Business Operations Coordinator or other designated officer

SUPERVISION GIVEN TO:

Staff as required

DUTIES AND RESPONSIBILITIES:

- Supervises the work of employees performing a variety of routine to complex clerical/secretarial and administrative support duties by assigning and reviewing work and providing guidance.
- Trains and guides staff in performing work assignments.
- Co-ordinates the planning and management of meetings, workshops and conferences.
- Prepares and/or guides the preparation of complex correspondence, spreadsheets, reports and other documents.
- Determines the need for, and prepares or oversees the requisition, receipt, storage, distribution and maintenance of office supplies and equipment.
- Undertakes follow-up activities regarding the Unit's work programme and decisions taken at meetings, workshops and conferences and submits progress reports.
- Undertakes research, conducts analysis and compiles data as directed.
- Performs office management duties such as :
 - developing and maintaining file register and filing system in keeping with established procedures.
 - coordinating the receipt, sorting, recording and distribution of correspondence and other documents.
 - coordinating travel arrangements for staff.
 - arranging for equipment/building repairs and maintenance.
- Assists in the preparation of budgetary estimates by obtaining relevant financial and other data for inclusion.
- Generates a wide variety of documents such as letters, memoranda, minutes, reports, spreadsheets utilising appropriate software.
- Operates a computer, utilising word processing and other software as well as other standard office machines such as scanners, photocopiers and facsimile machines.
- Performs administrative support duties for managerial/professional/technical staff such as :
 - reviewing and screening incoming correspondence, making preliminary assessment of its importance, handles some personally or forwarding to superior;
 - receiving and screening incoming calls and visitors , determining priority matters and notifying

superior accordingly; and

- co-coordinating and managing the superior's calendar by arranging appointments and engagements.

- Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

KNOWLEDGE:

- Considerable knowledge of modern office practices and procedures.
- Considerable knowledge of relevant Public Service rules, regulations, instructions and procedures.
- Considerable knowledge of office management principles and techniques.
- Knowledge of relevant financial rules and regulations.

SKILLS AND ABILITIES:

- Proficiency in the use of Microsoft Office Suite.
- Skill in the use of personal computers.
- Ability to use e-Government technology platforms.
- Ability to use the internet for research purposes.
- Ability to compose and prepare standard documents such as letters, memoranda, minutes and reports.
- Ability to demonstrate problem solving skills.
- Ability to plan, organize and supervise the work of staff engaged in performing a variety of clerical/secretarial and administrative support duties.
- Ability to train and mentor employees.
- Ability to communicate effectively both orally and in writing.
- Ability to develop creative strategies and solutions to accomplish objectives.
- Ability to lead and work as part of a team.
- Ability to establish and maintain effective working relationships with colleagues and members of the public.
- Ability to use initiative and to find solutions for work related issues.

MINIMUM EXPERIENCE AND TRAINING:

- Minimum of four (4) years' experience performing clerical/ secretarial and administrative support duties.
- Training as evidenced by the possession of an Association of Business Executives Diploma (ABE); or Certificate in Public Administration (CPA) or equivalent.



Government of Trinidad and Tobago

JOB DESCRIPTION CONTRACTUAL POSITION

JOB TITLE: BUSINESS OPERATIONS ASSISTANT I

JOB SUMMARY:

The incumbent is required to perform a variety of clerical/secretarial and administrative support duties of limited complexity. Work involves assisting in the planning and management of meetings; opening, sorting and routing of mail; maintaining records and files; performing routine accounting duties and generating a wide variety of documents utilising appropriate software. Depending on assignment, the incumbent may be required to perform some or the full range of the duties of this position.

REPORTS TO:

Business Operations Assistant II or designated officer

SUPERVISION GIVEN TO:

N/A

DUTIES AND RESPONSIBILITIES:

- Assists in the planning and management of meetings, workshops and conferences :
 - prepares agendas;
 - issues meeting invitations;
 - takes meeting notes;
 - distributes minutes to participants; and
 - undertakes relevant follow-up action, as directed
- Assists in the coordination of travel arrangements by preparing costings, obtaining quotes from travel agencies and performing other related tasks.
- Maintains file register and filing system in keeping with established systems and procedures.
- Receives, records, sorts and routes incoming and outgoing correspondence and other documents.
- Composes and issues routine correspondence; also prepares drafts of more complex correspondence and reports of meetings, conferences etc. as directed.
- Orders, issues, and maintains inventory of supplies and equipment.
- Assists in the preparation of timesheets and paysheets, vouchers, invoices and requisitions; posts entries in journals and ledgers and other routine accounting duties.
- Files memoranda, letters, reports and other documents.
- Generates a wide variety of documents such as letters, memoranda, minutes, reports, and spreadsheets utilizing appropriate software.
- Attends to queries and ascertains the business of callers and visitors and guides them accordingly.
- Operates standard office equipment such as photocopiers, scanners, facsimile machines and binders.
- Assists in the preparation of budgetary and expenditure statement by collecting and inputting relevant data as directed.
- Undertakes basic information gathering, as directed, and compiles data for entry; enters and/ or verifies data.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES	
KNOWLEDGE	<ul style="list-style-type: none"> ▪ Knowledge of modern office practices and procedures. ▪ Some knowledge of relevant Public Service rules, regulations, instructions and procedures.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> ▪ Proficiency in the use of Microsoft Office Suite. ▪ Skill in the use of personal computers. ▪ Ability to use e-Government technology platforms. ▪ Ability to use the internet for research purposes. ▪ Ability to compose and prepare documents such as letters, memoranda, minutes and reports. ▪ Ability to learn assigned tasks of limited complexity and variety readily. ▪ Ability to make arithmetical computations. ▪ Ability to use a computer and other standard office machines such as photocopiers, scanners and facsimile machines. ▪ Ability to communicate effectively, both orally and in writing. ▪ Ability to work as part of a team. ▪ Ability to establish and maintain effective working relationships with colleagues and the public. ▪ Ability to use initiative to find solutions for simple work related issues.
MINIMUM EXPERIENCE AND TRAINING	
<ul style="list-style-type: none"> ▪ Five (5) CXC/GCE O Level passes including English Language and Mathematics. 	



Government of Trinidad and Tobago

JOB DESCRIPTION

CONTRACTUAL POSITION

JOB TITLE: SENIOR INFORMATION SYSTEMS SPECIALIST

JOB SUMMARY:

The incumbent is required to perform specialized technical design, development, testing and implementation duties for the information systems software of the Ministry/Department. Duties include: identification of the information needs of the Ministry/Department; facilitation of the requirements development process; selection and configuration or design and development of software and related solutions to meet these needs; testing and commissioning of the software solutions; and supervising ICT professional, technical and support staff. Depending on work assignment, the incumbent will be required to perform these duties in a specified category of software application solutions, such as: a) the business information systems of the Ministry/Department such as finance, payroll and human resource management; b) the Ministry/Department-specific information systems; c) any defined combination of business and Ministry/Department-specific information systems.

REPORTS TO:

ICT Manager, Manager, Solutions Development and Implementation or designated officer

SUPERVISION GIVEN TO:

Professional, Technical and Support Staff

DUTIES AND RESPONSIBILITIES:

- Manages projects for the development and implementation or the selection and configuration of the information systems of the Ministry/Department; also manages the identification and mitigation of project risk and takes action to ensure quality in delivery.
- Guides the scoping, analysis and prioritisation of change initiatives and the definition of the related business requirements to enable the development or selection of the required software solutions of the Ministry/Department.
- Develops business models, plans, and requirements to meet the needs of the Ministry/Department; and specifies business processes which drive improvements in the information systems and related data management within the Ministry/Department.
- Designs, develops, tests, corrects and documents information systems as part of the overall application development, configuration and maintenance process in accordance with agreed standards and specifications.
- Contributes to the design of information systems of the Ministry/Department, in accordance with defined standards and best practices, and within the constraints of cost, security and efficiency.
- Analyses business processes and identifies alternative approaches to performing business activities, such as automation; assesses feasibility of these approaches, and identifies the required changes to the business processes of the Ministry/Department.
- Assesses, analyses, develops, documents and implements changes to the information systems of the Ministry/Department based on requests for change from users and other internal or external stakeholders.
- Investigates, analyses and specifies the requirements for improving the business processes and systems of the Ministry/Department, including the preparation of feasibility studies and business cases.
- Validates and analyses data and information from internal and external sources, to meet the reporting needs of the Ministry/Department and its information users.
- Conducts security risk and vulnerability assessments for the Ministry/Department's application software; applies the required physical, procedural and technical controls to ensure confidentiality, integrity and availability; and investigates and remedies related security incidents.
- Investigates and reports on hazards and potential risk events arising from the use of the information systems of the Ministry/Department.

- Provides inputs to the service continuity planning process for the Ministry/Department's information systems and implements the resulting plans.
- Contributes to the planning and execution of system and acceptance testing of new or modified information systems, particularly in areas of technical specialisation.
- Contributes to the planning and implementation of software, particularly in areas of technical specialisation, by undertaking activities such as risk assessment and stakeholder coordination.
- Takes steps to enable and promote compliance with Government's policies and procedures, and established best practices around the use of information; and identifies the risks involved in the use of such information
- Prepares, customises and delivers learning activities including training and sensitisation, on the information systems of the Ministry/Department to a variety of users and stakeholders.
- Keeps abreast of the opportunities provided by new information systems technology, tools and techniques and advises on their relevance, applicability and potential value to the Ministry/Department.
- Utilises agreed quality standards to review information systems development and implementation processes.
- Keeps abreast of the design, development, operations and management of information systems and products and provides advice regarding their selection and application.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

KNOWLEDGE:

- Considerable knowledge in the specification, selection, development, testing and commissioning of information systems.
- Knowledge of the principles, tools and techniques required for the management and control of ICT within an organisation.
- Knowledge of project management tools and techniques.
- Some knowledge of Public Service processes and procedures.

SKILLS AND ABILITIES:

- Ability to supervise professional, technical and support staff.
- Ability to think creatively and to implement information system solutions.
- Ability to manage information systems development projects.
- Ability to communicate effectively both orally and in writing.
- Ability to promote teamwork and manage conflict.
- Ability to establish and maintain effective working relationships with colleagues and internal stakeholders.
- Ability to interact positively with members of the public and external stakeholders.

MINIMUM EXPERIENCE AND TRAINING:

- Minimum of five (5) years' experience at a supervisory level, including at least two (2) years' experience in the design and development of information systems.
- Training as evidenced by the possession of a recognised Bachelor's Degree in Computer Science, Computer Information Systems, Information Systems Management, Computer Engineering or a related area.
OR
- Minimum of seven (7) years' experience at a supervisory level including at least four (4) years in the design and development of information systems
- Training as evidenced by the possession of a recognised Bachelor's degree.
- Certification in the area of ICT from a recognised institution.
OR
- Minimum of ten (10) years' experience at a supervisory level including at least five (5) years' in the design and development of information systems.
- Training as evidenced by the possession of a two-year Diploma/Certificate in the area of ICT from a recognised institution.



Government of Trinidad and Tobago

JOB DESCRIPTION **CONTRACTUAL POSITION**

JOB TITLE: INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) SECURITY SPECIALIST

JOB SUMMARY:

The incumbent is required to provide specialized technical services in the administration and maintenance of the security of all ICT infrastructure of the Ministry/Department. Duties include: providing specialist ICT security advice to the Ministry/Department; developing ICT policy and procedures; monitoring and enabling secure operations for all technology infrastructure of the Ministry/Department; assisting with security implementations; performing ICT security audits and reviews; and supervising other ICT technical and support staff.

REPORTS TO:

Director, Information and Communications Technology or Manager, Networks and Infrastructure or Manager, Information and Communications Technology or Senior IT Infrastructure Specialist or Senior IT Specialist or designated officer

SUPERVISION GIVEN TO:

Technical and Support Staff

DUTIES AND RESPONSIBILITIES:

- Conducts security risk and vulnerability assessments for all business and operational software applications, and all ICT installations within the Ministry/Department and recommends appropriate security strategies and controls; and investigates suspected attacks and manages security incidents.
- Plans and executes programmes to review IT security activities, processes and services within the ICT function to ensure compliance with established security policy and procedures, reports on conformance and makes recommendations for fixes and improvements.
- Investigates security breaches in accordance with established procedures and recommends the required corrective actions; and assists users with the management of their security access and controls, implements agreed user security and maintains security records and documentation.
- Provides inputs to the service continuity planning process of the Ministry/Department and assists with the implementation of the resulting plan.
- Keeps abreast of technical developments in IT networks and infrastructure, including intrusion detection and protection, security management, vulnerability assessment and identity management to provide advice to improve security.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

KNOWLEDGE:

- Considerable knowledge of security for software applications, computer networks and IT infrastructure.
- Knowledge of relevant IT security solutions such as CheckPoint.
- Knowledge of project management tools and techniques.
- Some knowledge of the tools and techniques required for the management and control of ICT within an organisation.

SKILLS AND ABILITIES:	<ul style="list-style-type: none"> ▪ Ability to supervise technical and support staff ▪ Ability to think creatively and to analyse IT security problems and incidents. ▪ Ability to communicate effectively both orally and in writing. ▪ Ability to promote teamwork and management conflict. ▪ Ability to establish and maintain effective working relationships with colleagues. ▪ Ability to interact positively with members of the public and external stakeholders.
MINIMUM EXPERIENCE AND TRAINING:	
<ul style="list-style-type: none"> ▪ Minimum of three (3) years' experience in the area of ICT, including at least two (2) years' experience in securing ICT systems. ▪ Training as evidenced by the possession of a recognised Bachelor's Degree in Computer Science, Computer Information Systems, Information Systems Management, Computer Engineering or a related area. ▪ Certification in information technology security management, such as the CCNA Security or Certified Information Systems Security Professional (CISSP). 	



Government of Trinidad and Tobago

JOB DESCRIPTION CONTRACTUAL POSITION

JOB TITLE: WEB TECHNOLOGY SPECIALIST

JOB SUMMARY:

The incumbent is required to design, develop, implement, manage, maintain and provide support services under appropriate direction and guidance for the internet technology based applications of the Ministry/Department. Duties include: providing key services related to the website and intranet solutions of the Ministry/Department such as - assisting with the development of enabling policy and standards; assisting with needs assessment, and the design and development of the solutions; providing technical services in the coding and testing of these applications; monitoring, and providing assistance with the management of, the security, integrity and availability of the applications; promoting, maintaining and enhancing the solutions; assisting with related training and documentation; and supervising support staff as required.

REPORTS TO:

Senior Information Systems Specialist or designated officer

SUPERVISION GIVEN TO:

Technical and Support staff

DUTIES AND RESPONSIBILITIES:

- Assists with the design of web-based applications of the Ministry/Department, by, for example, configuring packaged applications, and documents such designs in accordance with defined standards, methods and tools.
- Develops, interfaces, tests, corrects, and documents web-based applications including the website as part of the Ministry's overall application development, configuration and maintenance process in accordance with agreed standards and specifications.
- Assists with the development and execution of software tests, including user acceptance testing, for all new or updated web applications.
- Commissions and decommissions internet-based applications in accordance with the defined procedures and instructions of the Ministry/Department or accepted leading practice, and maintains the related service and support records.
- Monitors the performance of the website and intranet applications of the Ministry/Department, and resolves any technical and performance issues identified using standard processes and procedures, and performs assigned software maintenance and performance improvement tasks.
- Monitors the levels of service delivered by the website and intranet solutions of the Ministry/Department against documented service level agreements or other approved standards of the Ministry/Department, diagnoses identified service delivery problems, and initiates action to maintain and improve the current levels of service.
- Assists with the project management of assigned internet technology projects, by identifying and mitigating project risk, ensuring quality in project delivery, and managing any assigned resources.
- Delivers learning activities, including end-user training, to a variety of audiences in areas of technical specialisation and for any assigned projects.
- Keeps abreast of developments in specific technical specialisations in internet technology based applications including website and intranet technologies; programming procedure and languages; web design, authoring, development, administration and security tools; and utilises this knowledge in performing job duties as required.
- Keeps abreast of opportunities provided by new and emerging internet technology-based, tools and

<p>techniques and advises on their relevance and potential value to the Ministry/Department.</p> <ul style="list-style-type: none"> ▪ Performs other related duties as required. 	
KNOWLEDGE, SKILLS AND ABILITIES	
KNOWLEDGE:	<ul style="list-style-type: none"> ▪ Considerable knowledge of web technology including websites and intranets, web authoring languages and tools, web design and architecture, and web development and implementation. ▪ Knowledge of the management and operation of websites and intranets within an organisation. ▪ Knowledge of project management tools and techniques ▪ Some knowledge of relevant web technology solutions e.g. SharePoint, WebSphere.
SKILLS AND ABILITIES:	<ul style="list-style-type: none"> ▪ Ability to think creatively and to implement website and intranet solutions. ▪ Ability to supervise technical and support staff. ▪ Ability to communicate effectively both orally and in writing. ▪ Ability to operate as part of a team. ▪ Ability to establish and maintain effective working relationships with colleagues. ▪ Ability to interact positively with members of the public and external stakeholders.
MINIMUM EXPERIENCE AND TRAINING:	
<ul style="list-style-type: none"> ▪ Minimum of three (3) years' experience in an area of ICT including at least two (2) years' experience in the development, operations and maintenance of web-based systems. ▪ Training as evidenced by the possession of a recognised Bachelor's Degree in Computer Science, Computer Information Systems, Information Systems Management, Computer Engineering or a related area. ▪ Certification in web technology management, such as Microsoft Certified Technology Specialist (MCTS) or CIW Web Design Professional. 	



Government of Trinidad and Tobago

JOB DESCRIPTION

CONTRACTUAL POSITION

JOB TITLE: MANAGER, COMMUNICATIONS

JOB SUMMARY:

This incumbent is required to develop, implement, direct, and evaluate the Ministry's/Department's communications stakeholder engagement and marketing strategies and programmes, including citizen engagement, public relations, media relations, digital 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 the government and of the Ministry/Department.

REPORTS TO:

Permanent Secretary/Head of Department

SUPERVISION GIVEN TO:

Senior Communications Officer (direct)

Communications Officer and other support staff (indirect)

DUTIES AND RESPONSIBILITIES:

- Plans, organises, directs, and coordinates the work of staff engaged in the provision of Communications Services in a Ministry/Department.
- Designs, organises, and implements a creative and effective Communications and stakeholder engagement Strategy and work programme, including citizen engagement, public awareness, storytelling, digital media, media relations, event management, project design and management and crisis management.
- Oversees content management for the Ministry/Department's digital media platforms, 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 minimise negative media reports.
- Facilitates workforce effectiveness by setting the standard for monitoring the performance of staff supervised.
- Directs and participates in the preparation of the budgetary estimates of the 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 brand name and image.
- Defines and manages all aspects of strategic communications: public awareness, brand and reputation management, data and insights, internal communication, and relationship management for the Ministry/Department.
- Directs the conduct of research activities to evaluate the effectiveness and efficiency of 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 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 coordinates 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 citizen engagement 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 of and 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.

KNOWLEDGE, SKILLS, AND ABILITIES


KNOWLEDGE:

- Extensive knowledge of media issues, social marketing theory and practice, communications strategies and implementation and behavioural sciences.
- Extensive knowledge of stakeholder engagement, citizen engagement, marketing, public relations, advertising, promotion, and other marketing communication methods.
- Extensive knowledge of current theories and practices in communication research, planning and strategy, and the role of mass media.
- Extensive Knowledge of key Government policies, National Development Strategies, and priorities.
- Extensive knowledge of digital media strategies and management
- Knowledge of the Constitution of The Republic of Trinidad and Tobago.
- Considerable knowledge of the organisational structure of the Government of Trinidad and Tobago.
- Considerable knowledge of protocol procedures.
- Knowledge of Public Administration.

ABILITIES:

- Strong proficiency in strategic planning, project design and management
- Proficiency in the use of Microsoft Office Suite desktop publishing and communications technologies such as web applications, design/illustration software and/or databases.
- Skill in the use of personal computers.
- Skill in writing and editing, including a strong command of English.
- Skill in conducting research and in conceptual and analytical thinking.
- Ability to use e-government technology platforms.
- Ability to use the internet for research purposes.
- Ability to plan, organise, lead, and coordinate the work of professional and other support staff performing communications duties.

	<ul style="list-style-type: none"> ▪ Ability to develop effective and engaging branded events that will achieve Ministry/Agency goals. ▪ Ability to problem solve and work independently in a changing and multi-tasking environment with numerous deadlines. ▪ Ability to establish and maintain effective working relationships with internal/external partners. ▪ Ability to develop professional relationships in all aspects of the position, resulting in stable, consistent, reliable, and courteous communications when dealing with other stakeholders. ▪ Excellent oral, written, and interpersonal skills.
MINIMUM EXPERIENCE AND TRAINING:	
<ul style="list-style-type: none"> ▪ Minimum of eight (8) years' experience in the field of Communications, Public Relations, Stakeholder Engagement, Media Relations, or a related field. ▪ Training as evidenced by a recognised University Degree in Communications Studies, Media Studies, or related field or postgraduate qualification in a related field. ▪ Any suitable combination of experience and training 	

Ref #: A024	
 Government of Trinidad and Tobago <u>JOB DESCRIPTION</u> CONTRACTUAL POSITION	
JOB TITLE: COMMUNICATIONS OFFICER	
JOB SUMMARY: <p>The incumbent is required to contribute to the achievement of the communications targets of the Ministry/Department and assist in monitoring their implementation. Duties include coordinating media relations strategies, producing and disseminating materials for communicating information about the Ministry/Department and its services; coordinating the content of the intranet or external website and the production of a quarterly newsletter; disseminating reports and publications; and maintain an updated database of contacts and an effective communication system within the Ministry/Department. Depending on work assignment, the incumbent will be required to perform duties in one or more of the Communications functional areas.</p>	
REPORTS TO:	Senior Communication Officer/designated officer
SUPERVISION GIVEN TO:	n/a
DUTIES AND RESPONSIBILITIES:	
<u>Strategy and Measurement</u> <ul style="list-style-type: none"> ▪ Assists in tracking developments in the Ministry/Department's sector nationally and globally. ▪ Participates in the design, organisation and implementation of a creative and effective <i>Marketing/Communications Strategy, including content management for the Ministry/Department's digital media</i> and that it is adequately integrated into the Ministry/Department's Operations. ▪ Participates in the preparation and execution of programmes geared towards educating and informing the Public. ▪ Conducts research and utilizes other data to analyse and evaluate information to prepare policy documents, briefs, working papers and presentations. ▪ Assists with relevant research, including but not limited to the conduct of interviews to determine the success and outreach of Information Programmes and initiates corrective action as appropriate. ▪ Assists in identifying stakeholders' needs and proposes relevant engagement strategies. ▪ Liaises with Media Services to monitor print and electronic media to keep the Ministry/Department informed of developments within the Communications environment. 	

- Interprets HR policies and procedures to assist clients with queries and concerns.
- Prepares communications reports, Cabinet/Ministerial Notes, internal notes and other documents.

Product and Events

- Develops and implements marketing, media placement and distribution strategies for the Ministry/Department.
- Assists in the production of literature formats such as booklets, posters, and brochures for public outreach and sensitisation.
- Assists in the development of information and activities such as health and wellness, safety awareness and other cultural and workplace-enhancing projects.
- Performs day-to-day management of the intranet site through the use of a Content Management System, including design, content and technical functions, to ensure that it is useful for staff and that content is up-to-date, accurate and consistent with the Brand Identity Guide.
- Develops and manages internal communication activities involving, engaging, and informing all employees, utilising appropriate communication tools.
- Prepares, develops, writes, and edits content for the intranet, staff newsletter, team briefings, noticeboards, and other internal communications channels, as well as for project briefs.
- Maintains and regularly updates a detailed calendar of events for the Ministry/Department.


Media and Advertising

- Develops a Media Strategy for each announcement, launch or significant media event.
- Organises and manages press, radio, and television interviews.
- Writes a variety of communications (e.g. press releases, personal interest stories, newsletters, etc.) for the purpose of keeping the media and public informed of the activities of the Ministry/Department.
- Coordinates collateral completion, printing, and distribution to selected media representatives.
- Drafts appropriate responses to adverse publicity.
- Undertakes research on current digital media technology and marketing and communications trends to improve Ministry/Department communications.
- Monitors national, regional, and international news to identify evolving trends and opinions which may impact the work of the Ministry/Department.
- Monitors media scanning databases and redirects any issues to the relevant authorities.
- Provides media summaries and alerts on breaking news.


Stakeholder Engagement

- Performs 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.
- Assists in identifying stakeholders' needs and proposes relevant engagement strategies.
- Contributes to the implementation of stakeholder engagement strategies including citizen engagement and events management.
- Develops, manages, and controls procedures for all internal and external correspondence.
- Researches and assembles information for members of the public.

<ul style="list-style-type: none"> ▫ Distributes relevant educational material on the activities of the Ministry/Department. ▫ Creates and updates a database/directory of stakeholders' contact information, profiles and services. ▫ Performs other related duties as required. 	
KNOWLEDGE, SKILLS AND ABILITIES	
KNOWLEDGE:	<ul style="list-style-type: none"> ▫ Knowledge of current theories and practices in communications research, planning and strategy, and the role of mass media. ▫ Knowledge of media issues, social marketing theory and practice, communications strategies and implementation and behavioural sciences. ▫ Knowledge of marketing, stakeholder engagement, citizen engagement, public relations, advertising, promotion and other communications methods. ▫ Knowledge of modern techniques of news gathering and release. ▫ Knowledge of key Government policies, National Development Strategies, and priorities. ▫ Some knowledge of the Constitution of The Republic of Trinidad and Tobago; ▫ Some knowledge of the organisational structure of the Government of Trinidad and Tobago; ▫ Knowledge of modern techniques of news gathering/event management. ▫ Knowledge of protocol procedures.
SKILLS AND ABILITIES:	<ul style="list-style-type: none"> ▫ Skills in project implementation. ▫ Skill in the use of personal computers. ▫ Ability to use e-government technology platforms. ▫ Ability to use the Internet for research purposes. ▫ Ability to plan, organize and supervise the work of support staff. ▫ Ability to communicate at a high level, both orally and in writing. ▫ Ability to establish and maintain effective working relationships with colleagues, members of the media and the public. ▫ Proficiency in the use of Microsoft Office Suite.
MINIMUM EXPERIENCE AND TRAINING:	
<ul style="list-style-type: none"> ▫ Minimum of two (2) years' experience in Communications or Public Relations, preferably in the Public Sector. ▫ Training as evidenced by a recognised University Degree in Communications Studies or a related discipline. ▫ Any suitable combination of experience and training. 	


Ref #: IT/SD&S/	
 Government of Trinidad and Tobago <u>JOB DESCRIPTION</u> CONTRACTUAL POSITION	
JOB TITLE: WEB DESIGNER	
JOB SUMMARY:	
<p>The Incumbent is required to create, maintain, and update engaging, user-friendly, and accessible websites for key stakeholders of the Ministry/Department, particularly members of the public. It also includes ensuring that the Ministry/Departments web presence aligns with government standards and effectively communicates the Ministry's Initiatives and services to the public.</p>	
REPORTS TO:	Manager, Communications/designated officer
SUPERVISION GIVEN TO:	n/a
DUTIES AND RESPONSIBILITIES:	
<ul style="list-style-type: none"> ▪ Designs and develops intuitive, visually appealing, and accessible websites for various government ministries. ▪ Creates UX/UI designs that facilitate easy access to information and services for all citizens, including those with disabilities. ▪ Works with content creators to ensure that web content is current, relevant, and aligned with government communication standards. ▪ Develops features that enhance citizen engagement, such as feedback forms, surveys, and interactive elements. ▪ Ensures all designs comply with government standards for digital communication, including accessibility guidelines and branding requirements. ▪ Collaborates with Information Technology and other departments to integrate necessary functionalities and content. ▪ Conducts regular testing for usability, accessibility, and responsiveness across various devices and browsers. ▪ Monitors, analyses, and reports on web traffic and user engagement metrics and uses this data to inform design improvements. ▪ Provides technical support and guidance to staff in managing and updating website content. ▪ Performs any other related duties 	

KNOWLEDGE, SKILLS AND ABILITIES	
KNOWLEDGE:	<ul style="list-style-type: none"> ▪ Knowledge of user-centred design, responsive design, and accessibility standards. ▪ Understanding of government communication strategies
SKILLS AND ABILITIES:	<ul style="list-style-type: none"> ▪ Proficiency in web design tools and software (e.g., Adobe Creative Suite, Sketch, HTML, CSS, JavaScript). ▪ Excellent communication skills, with the ability to translate complex technical information into clear, citizen-friendly language. ▪ Ability to work collaboratively in a team environment and manage multiple projects simultaneously.
MINIMUM EXPERIENCE AND TRAINING	
<ul style="list-style-type: none"> ▪ Minimum of three to five years' experience in web design, with a strong portfolio showcasing your work. ▪ Training as evidenced by recognised University degree in web design, Graphic Design, Computer Science, or a related field ▪ Any suitable combination of experience and training 	


Ref #: A026	
 Government of Trinidad and Tobago <u>JOB DESCRIPTION</u> CONTRACTUAL POSITION	
JOB TITLE: GRAPHIC DESIGNER	
JOB SUMMARY:	
The incumbent is required to create and produce images, logos, layouts for magazines, newsletters, brochures and other print pieces for the visual conceptualisation and graphic design of projects for the Ministry /Department.	
REPORTS TO:	Head – Corporate Communications or designated officer
SUPERVISION GIVEN TO:	N/A
DUTIES AND RESPONSIBILITIES:	
<ul style="list-style-type: none"> ▪ Produces a wide range of visual material in support of communications programmes, using a range of current software such as In design, Adobe Photoshop and Illustrator, and Quark Xpress. ▪ Conceptualises, designs, and lays out all artwork such as press advertisements, storyboards, flyers, brochures, booklets, file covers, posters, t-shirt prints, programmes, and illustrative designs. ▪ Creates and oversees product design and booth displays. ▪ Assists in the development of creative concepts as required. ▪ Advises on the use of relevant materials such as photos and special boards in order to produce final artwork/displays that are suitable in quality and look. ▪ Oversees the production of external work including pre-press, printers, and designers to ensure that required standards are met. ▪ Attends meetings as required. ▪ Prepares digital artwork for offset reproduction. ▪ Prepares Portable Document Format (PDF) files. ▪ Manages the proper filing and backup of digital artwork. ▪ Produces audio-visual presentations and takes photographs at Ministry's/Department's events. ▪ Performs other duties related to the core functions of the position. 	
KNOWLEDGE, SKILLS, AND ABILITIES	
KNOWLEDGE:	<ul style="list-style-type: none"> ▪ Knowledge of web usability and graphic design principles and techniques.

Appendix II

	<ul style="list-style-type: none"> ▫ Knowledge of the tools, equipment and materials used in graphic design production. ▫ Good understanding of an organization's structure as it pertains to the website/intranet information architecture.
SKILLS AND ABILITIES:	<ul style="list-style-type: none"> ▫ Skill in the use of Microsoft Office Suite, Desktop Publishing software and other software such as Adobe, Photoshop and Illustrator and Quark Xpress. ▫ Skill in the use of the equipment, tools and materials utilized in graphic design production. ▫ Ability to translate ideas into graphic expressions and to create original graphic art design. ▫ Ability to use multimedia creatively. ▫ Ability to work within set timelines. ▫ Ability to communicate effectively, both orally and in writing. ▫ Ability to establish and maintain effective working relationships with colleagues and members of the public.
MINIMUM EXPERIENCE AND TRAINING:	
<ul style="list-style-type: none"> ▫ Minimum two (2) years' experience in graphic design and web management process. ▫ Training as evidenced by an Associate Degree in Graphic Design, Communications, or a related field. ▫ Any suitable combination of experience and training. 	


Ref #: C005	
 Government of Trinidad and Tobago <u>JOB DESCRIPTION</u> CONTRACTUAL POSITION	
JOB TITLE: CONTENT CREATION SPECIALIST	
JOB SUMMARY:	
<p>The incumbent is responsible for developing, creating, implementing, and managing digital and physical content across various media platforms. Duties include creating appropriate content through effective stakeholder engagement, standardizing, and organizing the content using appropriate multimedia tools and techniques and publishing the content on the appropriate media platforms.</p>	
REPORTS TO:	Head – Corporate Communications or designated officer
SUPERVISION GIVEN TO:	N/A
DUTIES AND RESPONSIBILITIES:	
<ul style="list-style-type: none"> ▪ Works with divisions of the Ministry to promote brand consistency; ▪ Designs sketches of electronic and printed media products such as websites, publications, newsletters, booklets, directories, calendars, brochures, posters, and presentations for the purpose of communicating and promoting a positive Ministry/Department image. ▪ Leads the implementation of social media strategies, manages content, and grows the Ministry's online presence; ▪ Handles the organization and management of digital content using content management systems, including regular updates; ▪ Collaborates with cross-functional teams to develop engagement strategies and analyse social media performance for continuous improvement; ▪ Explores new social platforms for expansion to drive citizen engagement; ▪ Develops and manages engaging content in platform-appropriate formats for the organization's website and social media; ▪ Conducts research for content development; ▪ Performs video transcription and captioning, ensuring the quality and accuracy of published material; ▪ Performs other related duties. 	
KNOWLEDGE, SKILLS, AND ABILITIES	
KNOWLEDGE:	<ul style="list-style-type: none"> ▪ Proficiency in the Adobe Creative Suite, including Photoshop, Illustrator, Premiere Pro, and After Effects, for creating and editing a variety of digital content; ▪ Proficient in content management systems and analytics software;

	<ul style="list-style-type: none"> ▪ Considerable knowledge of web content identification, collection, standardization, organization, presentation, security, and management using associated tools. ▪ Familiarity with still and video camera operation, as well as video, audio, podcasting, and image editing tools, is highly advantageous. ▪ Search engine optimization
SKILLS AND ABILITIES:	<ul style="list-style-type: none"> ▪ Demonstrates creative and critical thinking with a keen eye for detail; essential for content development and problem-solving. ▪ Strong writing, proofreading, and editing abilities, ensuring clear, accurate and effective communication in all content. ▪ Exceptional IT proficiency, including advanced skills in Microsoft Office (Excel and PowerPoint) and Adobe Creative Suite, for diverse content creation. ▪ Efficient work ethic, maintaining high quality and precision in fast-paced, multi-faceted environments. ▪ Goal-oriented approach with a strong customer focus, meeting diverse stakeholder needs. ▪ Capable of managing multiple projects simultaneously, adhering to strict timelines while performing under pressure to achieve targets; ▪ Effective interpersonal skills to positively engage with the public, external stakeholders, and collaborate across departments. ▪ Ability to manage key stakeholders and prioritize appropriately. ▪ Innovative in organizing and presenting web content. ▪ Expertise in creating visually striking and compelling. ▪ Proficiency in understanding statistical data and translating it into engaging infographics and visual representations, facilitating effective communication of complex information.
MINIMUM EXPERIENCE AND TRAINING:	
<ul style="list-style-type: none"> ▪ A minimum of two (2) years' industry experience in content creation and/PR related communications field. ▪ At least one (1) year experience engaging audiences through effective management or social media channels. ▪ Training as evidenced by a bachelor's degree in English, Journalism, Communications, Public Relations, Advertising, Literature, or a related field. ▪ Any suitable combination of experience and training 	


Ref #:	
 Government of Trinidad and Tobago <u>JOB DESCRIPTION</u> CONTRACTUAL POSITION	
JOB TITLE: Multimedia/ Social Media Officer	
JOB SUMMARY:	
The incumbent plays a key role in supporting the design and maintenance of dynamic, user-friendly websites and social media platforms, integrating diverse multimedia elements for a compelling user experience.	
REPORTS TO:	Head – Communications or designated officer
SUPERVISION GIVEN TO:	N/A
DUTIES AND RESPONSIBILITIES:	
<ul style="list-style-type: none"> ▪ Assists in the development of digital content, including graphics, videos, and written posts for social media, websites, and email campaigns. ▪ Helps manage social media accounts, including scheduling posts, engaging with followers, and analysing performance metrics. ▪ Aids in the project implementation of traditional and new media initiatives, focusing on effective content preparation, presentation, and prompt specification updates. ▪ Assist in the development and implementation of Communications Initiatives. ▪ Help create and distribute email newsletters and marketing campaigns. ▪ Monitors and reports on digital campaign performance, providing insights and recommendations for improvement. ▪ Stays informed about current digital media trends and suggests new ideas for digital media strategies. ▪ Performs any other related duties 	
KNOWLEDGE, SKILLS, AND ABILITIES	
KNOWLEDGE:	<ul style="list-style-type: none"> ▪ Familiarity with social media platforms (e.g., Facebook, Twitter, Instagram, LinkedIn) and management tools (e.g., Hootsuite, Buffer). ▪ Basic knowledge of graphic design and video editing ▪ Basic understanding of website management and SEO principles
SKILLS AND ABILITIES:	<ul style="list-style-type: none"> ▪ Strong writing and editing skills. ▪ Excellent organizational and project management skills, with the ability to prioritize tasks effectively. ▪ Ability to work collaboratively in a team environment.

MINIMUM EXPERIENCE AND TRAINING:

- Minimum of Two (2) years of experience in multimedia design, and social media processes.
- Training as evidenced by a recognised University degree in Communications, Marketing, Multimedia, Digital Media, or a related field.
- Any suitable combination of experience and training

Ref #:	
 Government of Trinidad and Tobago <u>JOB DESCRIPTION</u> CONTRACTUAL POSITION	
JOB TITLE: PHOTOGRAPHER	
JOB SUMMARY:	
<p>The incumbent is required to provide photography services for the Ministry/Department/Agency. Duties include using various photographic equipment and software to capture high-quality photographs that document government operations, events, and initiatives.</p>	
REPORTS TO:	Head –Communications or designated officer
SUPERVISION GIVEN TO:	N/A
DUTIES AND RESPONSIBILITIES:	
<ul style="list-style-type: none"> ▪ Provides photography services for the Ministry/Department/Agency's events and initiatives. ▪ Takes pictures of subjects using cameras and oversees the editing and processing of images in digital or print format. ▪ Takes professional headshots. ▪ Archives photographic images and maintains database. ▪ Manages photography sessions. ▪ Uses and maintains modern and traditional technical equipment (cameras, lenses etc.) ▪ Assembles and sets up a range of technical tools and equipment used in photography, such as cameras, lenses, camera stands, lighting equipment, and backdrops. ▪ Works collaboratively with multimedia professionals to produce a combination of photos, videos, and sounds. ▪ Maintains up-to-date knowledge of recent digital and film photography techniques and adjusts accordingly to industry changes. 	
KNOWLEDGE, SKILLS AND ABILITIES	
KNOWLEDGE:	<ul style="list-style-type: none"> ▪ Sound understanding of photography best practices and procedures. ▪ Knowledge of photo editing software, for example, Photoshop, Capture One or other photography-specific software. ▪ Knowledge of the production process for online publishing and various printing applications.

SKILLS AND ABILITIES:	<ul style="list-style-type: none"> ▣ Proficiency with the use of camera equipment. ▣ Photography etiquette for corporate-style events. ▣ Proven professional shooting experience. ▣ Proficiency with traditional and modern equipment. ▣ shooting, lighting, and printing skills. ▣ Competency in applying photographic best practices and techniques. ▣ Photojournalistic approach to taking images. ▣ Ability to take candid shots. ▣ Ability to juggle multiple tasks. ▣ Ability to produce excellent quality images in any environment. ▣ Ability to use different types of photography lenses. ▣ Ability to take professional headshots. ▣ Ability to work with other professionals in related fields. ▣ Ability to work flexible hours to accommodate client schedules. ▣ Strong interpersonal and communication skills.
MINIMUM EXPERIENCE AND TRAINING:	
<ul style="list-style-type: none"> ▣ Minimum of 3-5 years' experience in providing photography services for corporate events. ▣ 5 CSEC O'Level passes. ▣ Technical Vocational Training in Photography as evidenced by a Certificate from a recognized Institute. ▣ Any suitable combination of experience and training 	

Ref #:			
 Government of Trinidad and Tobago <u>JOB DESCRIPTION</u> CONTRACTUAL POSITION			
JOB TITLE: VIDEOGRAPHER EDITOR			
JOB SUMMARY:			
The incumbent plays a key role in capturing high-quality video content that showcases and updates the public on various government services and initiatives. This role requires a creative and technical skill set to produce engaging and informative content that aligns with government standards and public expectations.			
REPORTS TO:	Head – Corporate Communications or designated officer		
SUPERVISION GIVEN TO:	N/A		
DUTIES AND RESPONSIBILITIES:			
<ul style="list-style-type: none"> ▪ Plans, shoots, and edits video content that highlights government services, initiatives, and events. ▪ Assists in crafting compelling narratives that effectively communicate the purpose and impact of government services to the public. ▪ Works closely with Ministry departments to understand their service offerings and messaging needs. ▪ Operates and maintains professional video equipment, including cameras, lighting, and audio gear. ▪ Edits footage to create clear, engaging, and high-quality videos; include subtitles, graphics, and effects as needed. ▪ Ensures all content complies with government policies, legal standards, and ethical guidelines. ▪ Manages multiple video projects simultaneously, adhering to deadlines and budget constraints. ▪ Works collaboratively with other multimedia professionals to plan and execute video projects. ▪ Assists in the development of an overall video brand messaging strategy. ▪ Works both on and off-site 			
KNOWLEDGE, SKILLS, AND ABILITIES			
KNOWLEDGE:	<ul style="list-style-type: none"> ▪ Considerable experience in using video and video editing equipment. ▪ Considerable knowledge of digital technology and editing software packages (e.g. Avid Media Composer, Lightworks, Premiere, After Effects and Final Cut) ▪ Sound knowledge of the use of special effects, 3D, and compositing ▪ Knowledge and a good understanding of motion graphics is preferred. 		

Appendix II

	<ul style="list-style-type: none"> ▪ Understanding of government protocols and sensitivity towards public communication.
SKILLS AND ABILITIES:	<ul style="list-style-type: none"> ▪ Ability to operate a camera. ▪ Ability to work flexible hours. ▪ Ability to work with diverse client groups. ▪ Ability to work in cross functional teams. ▪ Creative thinker ▪ Good time-management skills ▪ Strong interpersonal and communication skills ▪ Storytelling skills
MINIMUM EXPERIENCE AND TRAINING:	
<ul style="list-style-type: none"> ▪ Minimum of 3-5 years' experience as a video specialist or similar role ▪ Training as evidenced by a recognised University degree in Film, Media Production, Communications, Cinematography, or related field ▪ Any equivalent combination of qualifications and experience 	



GOVERNMENT OF TRINIDAD AND TOBAGO

JOB DESCRIPTION

CONTRACTUAL POSITION

JOB TITLE: PROCUREMENT SUPPORT OFFICER

JOB SUMMARY:

The incumbent is required to provide support in the execution of procurement, retention and disposal functions in accordance with the Public Procurement and Disposal of Public Property Act and established procurement procedures. Duties involve supporting the implementation of the Ministry/Department's Annual Procurement and Disposal of Public Property Plan; assisting in the preparation of tender documents; reviewing bid submissions for compliance with procurement legislations; supporting the evaluation process for the award of contracts; and liaising with internal and external stakeholders to facilitate transparent and accountable procurement practices. The incumbent is also responsible for providing assistance in maintaining the Ministry/Department's document management system.

REPORTS TO: Procurement Officer or designated superior

SUPERVISION GIVEN TO: Nil

DUTIES AND RESPONSIBILITIES:

- Provides support in the implementation of the Annual Procurement and Disposal of Public Property Plan of the Ministry/ Department, inclusive of the gathering and analyses of procurement data, ensuring alignment with the Ministry/Department's financial budget and its timely publication on the internal website.
- Assists in drafting tender documents such as invitations for tenders and Requests for Proposals, in providing guidance and advice on tendering procedures and in the opening of tenders.
- Receives and reviews bid submissions to verify consistency with tender invitations, Requests for Proposals and compliance with relevant legislations.
- Provides assistance in reviewing evaluation reports and in the preparation of notes with recommendations for the award of contracts, for submission to the Procurement and Disposal Advisory Committee and approval of the accounting officer, arranges for the issuance of confirmation of the availability of funds, prepares and issues letters of award or rejection to contractors and memoranda to relevant Divisions/Units within the Ministry.
- Provides assistance in the review of requests for Disposal of Public Property from Divisions/Units within the Ministry/Department, in preparing notes to the Procurement and Advisory Committee for review and approval of the accounting officer, submits file with notes for the recommendation of the Disposal Committee and issues letters / memoranda of approval to the entity.
- Provides assistance in generating lists of pre-qualified and registered suppliers of goods and services and contractors for the Ministry/Department in the Procurement Depository and the Ministry/Department's Internal Registry, ensuring compliance with the necessary qualifications, standards and regulatory requirements, maintains and updates same.

- Provides support in the submission of relevant documents to the Legal Department of the Ministry/Department for the preparation of draft Contract Agreements and in reviewing and providing comments on same.
- Provides support in the assessment of subject matter experts and other members of the Evaluation Committee and the Procurement Disposal Advisory Committees to ensure suitability and integrity and ability to adhere to ethical standards in procurement and disposal proceedings.
- Assists in maintaining a document management system to ensure efficient record-keeping and retrieval of procurement, retention disposal and contract management activities, and documents all stages of the procurement and disposal cycles.
- Provides assistance in the preparation of quarterly reports for review and submission to the Office of Procurement Regulation.
- Assists in compiling monthly reports to monitor and evaluate effectiveness and efficiency in the application of measurement of tools in the implementation of procurement, retention and disposal functions.
- Provides assistance in the preparation of notices/memoranda to relevant employees in respect of decisions taken by the Office of Procurement Regulation to ensure the effective implementation of the procedural procurement guidelines.
- Performs other related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES

KNOWLEDGE:

- Knowledge of the principles, practices, methods and procedures of procurement, retention and disposal management.
- Knowledge of legislation, policies, procedures, rules and regulations related to public procurement and disposal management.
- Knowledge of research methods, principles and techniques.
- Knowledge of relevant computer applications, including e-procurement.
- Basic knowledge of the Financial Regulations and Instructions.

SKILLS AND ABILITIES:

- Skill in the conduct of research.
- Time management and organizational skills.
- Ability to work efficiently within time constraints or critical deadlines.
- Ability to draft clear and precise tender documents and proposals.
- Ability to review and evaluate bid submissions accurately.
- Ability to interpret legislation, policies, procedures, rules and regulations pertaining to procurement and disposal of public property.
- Ability to maintain confidentiality and integrity in the performance of duties.
- Ability to communicate effectively both orally and in writing.
- Ability to understand and follow oral and written instructions.
- Ability to establish and maintain effective working relationships with other members of staff and clients.

MINIMUM EXPERIENCE AND TRAINING:

- Experience in the area of procurement, retention and disposal of public property and training as evidenced by the possession of a Diploma in Business Management, Public Sector Management or a related field supplemented by a Level 4 Diploma in Procurement and Supply or equivalent certification from an accredited institution or any equivalent combination of experience and training.

