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Job Description & Specification

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ACCOUNTANT GENERAL'S
DEPARTMENT



Improving non-stop

Performance,
Evaluation and
Monitoring
Officer

JOB DESCRIPTION & SPECIFICATION

Job Title: Performance, Evaluation and Monitoring Officer

Post Number: 73215

Job Grade/Level: GMG/AM 4

Division: The Accountant General's Department – A Department of the Ministry of Finance and the Public Service

Reports to: Director, Organizational Development & Performance Evaluation & Monitoring

Direct Reports: N/A

This Job Description has been approved by the Accountant General and will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent. It is validated as an accurate and true description of the job as signified below:

Accountant General

Date

Date received in Human Resource Unit

Date created/revised

1. STRATEGIC OBJECTIVES

The Corporate Services Division is responsible for providing essential services to the other divisions to support the successful execution of the core Treasury functions of the Department. This Division has responsibility for human resource policies, procedures, and advice to guide management and staff; and to facilitate organizational development which includes the review and re-design of business processes. It is also responsible for capacity building including the hiring of staff and the facilitation of staff training and development for best fit, competence and high performance. The Division is also responsible for effective employee and industrial relations, a comfortable work place and facilities, and occupational health and safety. It facilitates the establishment of an accountability framework for the Department to include organizational risk analysis, strategic planning, and performance management; and provides customers and stakeholders with high quality information and service. The Division manages the finances of the Department, which includes procurement management.

This Division operates on the authority of the Financial Administration and Audit Act, the Public Service Regulations 1961, the Public Sector Staff Orders 2004, the Official Secrets Act, the Access to Information Act, the Corruption Prevention Act, and various other enactments.

2. JOB PURPOSE

The Performance Management and Rewards Officer in collaboration with all levels of staff is responsible for the planning, implementation, monitoring, evaluation and maintenance of the Performance Management System to ensure the organization's needs are met. The incumbent evaluates all aspects of the system and recommends improvement to strengthen performance. The incumbent also manages the Reward and Recognition Programme to acknowledge staff members' contribution.

Summary of the broad purpose of the position in relation to Government's goals and strategies:

- To superintend the performance management cycle/ process.
- To manage the Department's rewards and recognition activities.
- To develop and maintain required performance management documents, tools and procedures.
- To undertake research and analysis and make recommendations to improve the performance management process and reward and recognition initiatives.
- To develop, implement and evaluate metrics used to assess the effectiveness of the performance and recognition portfolios.
- To design and conduct sensitization, coaching and training sessions.
- To manage all communication relating to the portfolio and promote a performance culture.

3. KEY OUTPUTS

- Work plans reviewed and feedback provided.
- Performance metrics developed and assessed.
- Policies, procedures, forms and manuals developed and maintained.
- Reports prepared and recommendations provided.
- Performance management and rewards and recognition databases/records maintained.
- Rewards and recognition activities coordinated.
- Communication materials developed and disseminated.
- Training and coaching sessions conducted.

4. KEY RESPONSIBILITIES

Technical

- Integrates performance management principles within the culture of the Department.
- Collaborates with managers, supervisors and team members to develop Unit and Individual Work plans to ensure alignment with Operational Plan and other related plans as well as the objectives of the Unit and job.
- Reviews and provides feedback to supervisors and/or team members on all sections of the Performance Management and Review Form.
- Coordinates interim and final performance reviews ensuring supervisors and team members complete the required documents.
- Guides and monitors the performance development process for both high and poor performers to improve/strengthen performance and career development.
- Develop tool and guide supervisors in the use of a performance improvement plan to aid in improving poor performance.
- Collaborates with the Training and Development Unit to ensure training and developmental activities are included on the Training and Development Plan and/ or other related plans as well as to track fulfilment.
- Assists with the maintenance of the Department's Competency Framework to support performance management, recruitment and selection, training, career development and to reinforce the Department's core behaviours.
- Coordinates the payment of performance increments for all qualified staff members and inform the relevant HR Officer.
- Implements performance management related change management initiatives in collaboration with other HR Officers and stakeholders.
- Maintains a confidential register of performance ratings and applicable awards/sanctions.
- Conducts sensitization, coaching and training sessions on all phases of the performance cycle.
- Develops, implements and maintains performance management and rewards and recognition documentations and reports.
- Conducts research and analysis and recommends corrective action (s)/ areas for improvement for the performance management and reward and recognition portfolios.

- Develops, implements and monitors rewards and recognition activities, strategies and initiatives.
- Collaborates with all levels of staff to embed a culture of performance and recognition.
- Maintains databases/records for the portfolios.
- Assists the Organizational Development Manager with organizational development activities/initiatives as required.

Any Other Duties

- Any other related duty that may be assigned from time to time

5. KEY PERFORMANCE INDICATORS

The job is successfully performed when:

- Performance Management Cycle coordinated within stipulated timeframes.
- Unit work plans reviewed and feedback provided within stipulated timelines.
- Metrics developed and evaluated within required timeframes.
- Improvements recommended based on research.
- Reward and recognition activities and increment awards coordinated within required timeframes.
- Reports, policies, manuals, forms and procedures developed within agreed time-frame and required standards.
- Training conducted within required timeframe and documents are current and comply with established standards.
- Records are current/ maintained in accordance with stipulated timelines and guidelines.

6. AUTHORITY

- Recommends and implements improvement activities for both portfolios.
- Recommends rewards, incentives and celebratory activities for rewards and recognition .

7. CONTACTS

Internal

<i>Contact</i>	<i>Purpose</i>
Accountant General,	Provides guidance and advice on performance management cycle and rewards and recognition. Provides periodic or adhoc/special reports on request
Deputy Accountant Generals and Senior Directors	Provides guidance and advice on performance management cycle and rewards and recognition
General Staff	Provides, guidance and support on the performance management cycle and rewards and recognition.
	Conducts training and coaching sessions

Director Human Resource Management and Development	Required reports, guidance and advice.
Training and Development Unit	Tracks training and development activities to support performance.

External

<i>Contact</i>	<i>Purpose</i>
Cabinet Office	Receives advice, direction and coaching To be kept abreast on changes to the PMAS
Performance Management Officers in MDAs	Network with performance managers/-officers in other MDAs to share information and best practices

8. JOB SPECIFICATION:

a. Qualification and Training

- A Bachelor's Degree from a recognized institution in the disciplines of Human Resources Management; Human Resources Development or equivalent.

Essential Experience and Knowledge:

- At least 3 years experience in Human Resource Management, with at least 2 year in a similar or related capacity.

Desirable

- Training in the operation of the GoJ Guidelines for the Performance Management and Appraisal System.

Competencies

The incumbent is expected to contribute to realizing the goals and objectives of the Department, in a highly dynamic environment. The following competencies are required for the effective performance of this job:

Core Competencies

- Good Oral and Written Communication
- Good Problem Solving and Analytical Skills
- Good Customer Focus Skills
- Results Focus
- Integrity

Technical Competencies

- Strong knowledge and understanding of GOJ Performance Management Process and Practices.
- Good Knowledge of Research Methods and Data Analysis Techniques
- Strong knowledge of required Legislations, Policies and Procedures.
- Knowledge of Microsoft Office Suite/ Proficient in Microsoft Excel
- Good Change Management Skills

9. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

Work Environment - Normal office conditions

Data Protection

Officers are required to comply with the Data Protection Act and the AGD's Data Protection Policies.

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Name of Employee

Signature of Employee

Date

Name of Supervisor

Signature of Supervisor

Date