Accountant General's Department

Come Work With Us

Job Description & Specification

The Nation's Treasury

Treasury.gov.jm

facebook.com/accountantgeneralsdepartment

twitter.com/accountantgeneral

2026

ACCOUNTANT GENERAL'S DEPARTMENT

Improving non-stop

Communication Specialist – Digital Transformation Project

21 Dominica Drive, Kingston, Jamaica

JOB DESCRIPTION & SPECIFICATION

Job Title:	Communications Specialist – Digital Transformation Project
Post Number:	**TMP22194CG**
Job Level:	MCG/IE 4
Division:	The Accountant General's Department – A Department of the Ministry of Finance and the Public Service
Reports to:	Project Manager, Digital Transformation Project (GMG SEG 4)
Direct Reports:	None

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 Digital Transformation Programme is a strategic modernization initiative designed to transform the Accountant General's Department's records management, workflow processes, service delivery mechanisms and information management systems through digitization, business process re-engineering, automation and technology integration. The Programme supports the AGD's strategic objective of strengthening business processes, records management, operational efficiency and stakeholder service delivery.

The Communication Specialist is responsible for leading all communication project activities, stakeholder engagement interventions.

2. JOB PURPOSE

Reporting to the Project Manager (Digitization Project), the Communication Specialist is responsible for developing, implementing and evaluating communication and stakeholder engagement initiatives that support the successful delivery of the Digital Transformation Programme. The incumbent will lead project communications, awareness campaigns, stakeholder engagement activities, employee communications, publications, presentations, digital content development, change communication initiatives and communication performance monitoring to ensure stakeholder understanding, commitment and adoption of transformation initiatives.

3. KEY OUTPUTS

- Impact assessment
- KPI designed and monitored
- Communication Strategy developed, implemented and evaluated.
- Stakeholder Engagement Plan developed and executed.
- Communication campaigns designed and delivered.
- Project newsletters, bulletins and reports prepared.
- Communication materials and toolkits developed.
- Employee awareness and sensitization sessions coordinated.
- Town Halls, stakeholder briefings and engagement sessions facilitated.
- Project website and intranet content updated.
- Communication performance reports prepared.
- Stakeholder feedback mechanisms established and monitored.
- Communication risks identified and mitigated.
- Change communication initiatives implemented.

4. KEY RESPONSIBILITIES

Technical

- Develops and implements a comprehensive Communication Strategy and Communication Plan for the Digital Transformation Programme.
- Develops project communication standards, guidelines and communication protocols.
- Develops key messages and communication products tailored to various stakeholder groups.
- Designs and executes change communication campaigns to support digital transformation objectives.
- Develops and implements stakeholder engagement plans.
- Coordinates stakeholder consultations, town halls, focus groups and sensitization sessions.
- Produces communication materials including brochures, newsletters, fact sheets, FAQs, presentations and information packages.
- Develops content for digital platforms including intranet, website and internal communication channels.
- Drafts speeches, talking points, briefing notes and communication messages for project leadership.
- Supports employee engagement initiatives designed to improve awareness, readiness and adoption.
- Monitors stakeholder feedback and develops recommendations for strengthening project communications.
- Develops communication toolkits to support training, change management and stakeholder engagement activities.
- Collaborates with the Change Management Specialist to ensure communication and change initiatives are integrated and mutually reinforcing.
- Coordinates communication activities associated with project launches, milestones and key achievements.
- Develops project success stories, case studies, testimonials and benefits realization reports.
- Identifies and manages communication risks impacting project delivery and stakeholder confidence.
- Conducts stakeholder perception assessments and communication effectiveness surveys.
- Produces monthly, quarterly and ad hoc communication reports.
- Supports media engagement activities and preparation of media releases where required.
- Ensures consistency in project branding, messaging and visual identity.
- Identifies, assesses and monitors communication risks and issues that may affect stakeholder confidence, project acceptance, or achievement of project objectives, and develops and implements appropriate mitigation and response strategies.
- Represents the Project Manager at meetings, workshops and stakeholder engagement activities as required.

Project Management Support

- Lead in the implementation of the Communication and Stakeholder Engagement Work Plan.
- Monitors communication activities against established timelines and deliverables.

- Recommends improvements to communication strategies and stakeholder engagement approaches.
- Supports reporting requirements for management, governance committees and project stakeholders.
- Ensures communication activities are aligned with project objectives and Government communication standards.

Team Collaboration

- Works closely with the Project Manager, Change Management Specialist, and consulting firm.
- Provides communication support to workstream leads and business units participating in the project.
- Facilitates information sharing across functional teams.
- Contributes to organizational readiness and user adoption initiatives.
- Participates in project meetings, planning sessions and evaluation exercises.

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:

- Communication Strategy developed and implemented within stipulated timelines.
- Communication campaigns executed according to approved plans.
- Stakeholder engagement activities delivered within agreed schedules.
- Communication products prepared accurately and timely.
- Employee awareness and engagement levels demonstrate continuous improvement.
- Stakeholder feedback mechanisms effectively implemented and monitored.
- Communication risks identified and appropriate mitigation measures implemented.
- Communication reports prepared and submitted within established timeframes.
- Project messaging remains consistent and aligned with programme objectives.
- Project milestones and achievements effectively communicated to stakeholders.
- User awareness and adoption indicators demonstrate positive trends.
- Stakeholder satisfaction with communication activities achieves agreed targets.

JOB SPECIFICATION

6. REQUIREMENTS FOR THIS JOB:

a. Qualification and Training

Essential:

- Bachelor's Degree in Communication Studies, Public Relations, Journalism, Marketing, Mass Communication, Integrated Marketing Communications or related field.
- Training in Corporate Communications, Public Relations, Change Management, Stakeholder Engagement or Project Management.

b. Essential Experience and Knowledge:

- Minimum of three (3) years' experience in communications, public relations, stakeholder engagement or corporate communications.
- Experience developing and implementing communication strategies and campaigns.
- Experience preparing communication products for diverse audiences.
- Experience coordinating stakeholder engagement and consultation activities.
- Experience in digital communications and content management.
- Sound knowledge of communication planning and stakeholder management principles.
- Strong understanding of change management and organizational communication practices.

Asset:

- Experience supporting digital transformation, modernization or organizational change initiatives.
- Experience within the public sector.

c. Competencies

The following competencies are required for the effective performance of this job:

Core Competencies

- Oral and Written Communication Skills
- Customer and Stakeholder Focus
- Results Orientation
- Integrity and Professionalism
- Problem Solving and Analytical Thinking

Technical Competencies

- Strategic Communication Planning
- Stakeholder Engagement and Relationship Management
- Public Relations and Corporate Communications

- Change Communication
- Content Development and Editing
- Digital and Social Media Communications
- Presentation and Facilitation Skills
- Research and Report Writing
- Event Coordination and Management

Leadership Competencies

- Leadership Skill
- Emotional Intelligence
- Planning and Organizing
- Collaboration and Teamwork
- Influencing and Persuasion
- Initiative and Innovation
- Adaptability and Resilience

7. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

Physical Demands - Pressured working conditions with numerous critical deadlines.
Work Environment - Normal office conditions.
Travel: Maybe required to travel to fairs, sessions and exhibitions.

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