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OUTCOME/OUTPUT FOCUSED JOB DESCRIPTION AND SPECIFICATION

JOB TITLE:	Deputy Director General – ICT Regulation, HR&A and Finance
JOB CLASSIFICATION/GRADE:	DDG
POST NUMBER(S):	269036
DEPARTMENT:	Executive Office
UNIT:	N/A
REPORTS TO:	<ul style="list-style-type: none"> • Director-General (Directly) • The Office (Indirectly)
DIRECT REPORTS:	Staff as assigned <ul style="list-style-type: none"> • Director of Human Resource and Administration • Financial Controller • Director ICT Regulation
INDIRECT REPORTS:	Staff below direct reports
LIAISES WITH (INTERNALLY):	<ul style="list-style-type: none"> • All Members of the Office • Senior Management • Managers with responsibility for: <ul style="list-style-type: none"> ○ Telecommunications Markets ○ Numbering Administration & Technical Support • Managers of Support Services All other levels of staff
LIAISES WITH (EXTERNALLY):	<ul style="list-style-type: none"> • Officers and Senior Officials of Information Communication Technology (ICT) service providers • Industry Experts (local and overseas) and International Agencies and Specialists closely aligned to the regulatory processes • Government Ministers and other officials • Officers and Senior Officials of related government agencies (e.g. Planning Institute of Jamaica (PIOJ), Statistical Institute of Jamaica (STATIN), Fair Trading Commission (FTC), National Environment and Planning Agency (NEPA) • External Auditors & Auditor General’s Department • Multilateral donors • Ministry of Finance & the Public Service • Consultants

The contents of this document are subject to continual review and amendment, based on the needs of the OUR. The job incumbent is expected to comply with reasonable instructions of his or her Head of Department and or manager/supervisor at all times. Job descriptions and specifications are not intended to be used as a tool to restrict flexibility in responding to and dealing with internal and external customers and other stakeholders.

This document is validated as an accurate and true description of the job as signified below:

----- Name and Signature of Employee	----- Date (YYYY/MM/DD)
----- Name and Signature of Manager/Supervisor	----- Date (YYYY/MM/DD)
----- Name and Signature of Head of Department	----- Date (YYYY/MM/DD)
----- Name and Signature of Director Human Resource and Administration	----- Date Received (YYYY/MM/DD)

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A. Job Purpose Statement (reason for the job existing)

The Deputy Director General is appointed by the Prime Minister on the recommendation of the responsible Minister. As a member of the Executive, the incumbent shall carry out such functions as are assigned to him or her under the Office of Utilities Regulation Act, as amended, and such other functions as may be delegated to Deputy Directors General by the Office. As a part of the Executive arm of the OUR, the Deputy Director General may be assigned oversight responsibilities of support services and jointly makes decisions that impact the organisation as a whole. The Deputy Director General reports directly to the Director-General with respect to the regulation of the assigned sectors, in accordance with the Office of Utilities Regulation (Amendment) Act, 2015 and any other legislation or enabling instrument. He/she acts as primary policy advisor to the Office on the conduct of economic regulatory activities for the Information Communication Technology (ICT) sector. Such activities include tariff setting, financial feasibility assessments, policy formulation and economic forecasting with a view to:

- maximising Jamaicans’ access to – and the adoption of—affordable fixed and mobile broadband and Wi-Fi, where they live, work, and travel;
- ensuring a competitive market for telecommunications services to foster innovation and investment, and for consumers to have meaningful choices in affordable services;
- ensuring the continued protection of consumers through empowerment and availability of suitable modes for redress;
- fostering a dynamic and innovative market for ICTs, through policies that promote the introduction of new technologies and services, entrepreneurship, and expanded economic opportunity; and promoting the availability of reliable, interoperable, redundant, rapidly restorable critical telecommunications infrastructures that are supportive of all required services.

B. Key Outcomes/Outputs of the Job

- The provision of modern, efficient, cost oriented utility services to Jamaica at minimum guaranteed service levels facilitated.
- Reports on investigations into the provision of prescribed utility services, which allow for determinations of whether the interests of consumers are adequately protected.
- Monthly, quarterly, and annual reports delivered as applicable to the Office, the Cabinet Office, the Ministry of Finance, the Parliament and the Integrity Commission.
- Decision on tariff applications and other critical regulatory matters processed and issued.
- Policy advice and recommendation to the government and its agencies delivered
- The department’s Corporate/Strategic and Operational Plan, Project Charters and Budget developed and implemented.
- Departmental expenditures managed and maintained within the approved budget.
- Departmental annual work plan developed for incorporation into the Corporate Work Plan

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- Relevant areas of the Corporate Work Plan planned, managed, executed and reported on.
- Departmental policies and procedures developed, revised or approved and systems implemented to monitor compliance.
- Operational systems and procedures for the department developed, reviewed and implemented.
- Meetings, conferences and other events attended and presentations made, where required.
- The economic analysis of mergers, acquisitions and other non-routine corporate transactions directed.
- The review of licensees' applications for tariff adjustments coordinated.
- Consumer ICT costs monitored and as necessary, contained.
- Advice, opinions and technical expertise provided to or on behalf of the OUR
- Staff welfare and developmental needs identified and addressed.
- OUR financial statements prepared
- Staff recruited and retained
- Leadership and guidance provided to staff.
- Performance appraisals completed

C. Key Responsibility Areas (Duties)

Managerial/Administrative

1. Supports the Director-General and other Deputy Directors- General:
 - to ensure that the OUR adheres to the relevant Acts and guidelines, such as the Access to Information Act, the Public Bodies Management & Accountability Act and Government Procurement guidelines;
 - to develop and maintain a high-level technical team with sufficient technical competencies to oversee economic and technical regulation of the ICT sector in particular and other areas generally;
 - to undertake assignments that are delegated by the Director General.
2. Deputises for the Director General, as required.
3. Ensures the development and implementation of the OUR's Corporate/Strategic and Operational plans, project charters, and budget.
4. Ensures the alignment of Operational Plans with the Strategic Objectives of the OUR and Sector Goals;
5. Provides effective oversight of the organization's expenditures; ensuring that they are maintained within the approved budget.
6. Provides effective performance oversight and reports on the progress of relevant areas of the Corporate Work Plan.
7. Oversees the development, implementation and monitoring of policies and procedures for all areas of responsibility.

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8. Develops Strategic Framework to ensure the removal of obstacles to the implementation of policies, projects and programmes and the identification of bottlenecks in administrative processes that can impact the wider business needs of the Public Service.
9. Ensures the harmonization of critical issues across divisions and the identification and initiation of appropriate legislative changes to facilitate sound economic regulatory activities.
10. Supports and promotes the quality management system (QMS) in the OUR.

**Technical/Professional
ICT Regulation**

11. Ensure effective regulation is provided for the provision of ICT sector services by licensed or specified organisations.
12. Ensures the processing of applications for a licence to provide ICT service and makes such recommendations to the responsible Minister in relation to the application as the Office considers necessary and desirable.
13. Conducts research as the Office thinks necessary or desirable for the purposes of the performance of its functions, under the OUR Act as amended.
14. Provides guidance/sound technical advice to the responsible Minister on such matters relating to the ICT service as the Office thinks fit or as may be requested by that Minister.
15. Conducts, on his or her own initiative or at the request of any person, such investigations in relation to the provision of ICT services as will enable the Office to determine whether the interest of consumers are adequately protected.
16. Ensures effective and professional communication with stakeholders.
17. Directs the regulation of ICT service providers, in accordance with primary legislation and written policy guidelines, as provided by the responsible Minister(s).
 - Develops and obtains approval of performance and measurement standards as required to monitor performance of ICT providers.
 - Monitors, on behalf of the Director-General, the economic and technical performance of each licensee.
 - Proposes to the Director-General action(s) against a licensee, in the event of a failure to meet licence obligations.
18. Develops and maintains relationship with ICT regulators and industry associations in other countries, through which the OUR may obtain information in relation to best practice in utilities regulation:
 - Attends relevant international ICT fora;
 - Represents Jamaica at inter-government conferences;
 - Accesses up-to-date information on utility regulation practices.
19. Provides advice and commentary to the Director-General:
 - Evaluates and advises the Director-General on suitability of performance standards for the ICT sectors;

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- Advises the Director General on issues of licences to operators in the ICT sector;
 - Assesses and provides advice and commentary on the performance of the ICT service providers and ICT sector;
 - Meets with parties to settle disputes pertinent to the ICT sector.
20. Cooperates with the FTC, Bureau of Standards, Natural Resource Conservation Authority (NRCA), Government Electrical Inspector (GEI), and other regulatory agencies, as necessary.
21. Provides leadership and guidance regarding the development of performance measurement standards as required for monitoring performance of regulated utilities.
22. Adjudicates on disputes within and among regulated utilities, in accordance with relevant legislation.
23. Promotes the maintenance of a good public image of the OUR and that information that are intended to help the public understand the roles of the OUR are effectively disseminated.
24. Collaborate with DDGs of the OUR in ensuring that the necessary systems and procedures that are needed to monitor regulated utilities are developed, implemented, monitored and evaluated in a transparent and effective manner in accordance with the enabling legislation and written government policies.
25. Ensure due diligence is maintained in the processing of applications for licence to provide ICT services and make appropriate recommendations to the responsible Minister.
26. Actively promote the establishment and maintenance of a highly professional relationship with public utility regulators and ICT industry associations in the international arena, through which the OUR may obtain information as to best practice in utilities regulation.

Financial management

27. Provides Leadership and guidance regarding OUR's finance portfolio to ensure compliance with the FAA Act, PBMA and related GoJ laws and regulations.
28. Ensures that adequate systems are in place for the timely and accurate processing of financial transactions and preparation of financial statements and management reports.

Human Resource Management and Administration

29. Provides leadership and guidance regarding OUR's human resource management portfolio to ensure:
- compliance with the labour laws, Staff Orders and other laws and regulations related to human resource management and adoption/adaption of best practices in the field as appropriate;
 - that adequate systems are in place for the recruitment and retention of qualified staff to meet the organisation's requirements.
30. Provides leadership and guidance regarding OUR's procurement function to ensure:
- compliance with the Procurement Act and related GoJ laws and regulations governing public procurement and related GoJ laws and regulations;

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- that adequate systems are in place to secure value for money and the efficient and effective procurement of required goods and services to meet the needs of the OUR.
31. Provides leadership and guidance regarding OUR’s records management and information function to ensure:
- compliance with the Access to Information Act and related laws and regulations and adoption/adaption of best practices;
 - secure and convenient storage, retrieval and disposal of the OUR’s records by authorised persons.
32. Provides leadership and guidance regarding OUR’s administration function to ensure:
- Maintenance of a safe and secure work environment;
 - Availability of required equipment, supplies and support services to facilitate efficient operations.

Human Resource

33. Provides leadership and guidance to staff through effective planning, delegation, communication, mentoring, and coaching for the staff in the unit to ensure that staff is effectively utilised to achieve departmental objectives and enhance their professional and/or personal development.
34. Employs strategies that foster a culture of excellence, teamwork, and open communication within the unit to ensure the maintenance of a cadre of highly motivated and productive employees.
35. Provides leadership and guidance for the effective implementation of PMAS within the organization
36. Ensure systems are implemented to keep employees abreast of policies, procedures and regulations that guide the operations of the respective departments under your supervision.
37. Ensures the effective development and implementation of a Development Plan for each direct report.
38. Serve as a member of the interview panel in the recruitment of Directors under your purview and recommends transfers, promotions, disciplinary actions, and leave for employees in accordance with established human resource policies and procedures.

Other

39. Performs any other related duties that may be assigned.

D. Performance Indicators/Standards (e.g. {i} reports prepared and submitted within time and against established quality; or {ii} recruitment, selection, and orientation exercises conducted within stipulated timeframe; {iii} response letters prepared and dispatched within one business day).

The job is deemed to be satisfactorily performed when:

- Level of achievement of the outputs embodied in the annual corporate plans of the OUR
- Timely and accurate submission of report/information to Members of the Office.
- Compliance with statutory and/OUR’s defined timeline
- There is compliance with established laws and regulations
- Applications for tariff adjustments are processed within established deadlines
- Advice and recommendations are supported by rigorous research
- Expenditures are managed within established budgets
- Performance appraisals are completed within established deadlines

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E.(i) Core competencies (knowledge, skill, abilities, and personality that are required to effectively carry out the tasks that are contained in a job)

BAND 6: Deputy Directors General		
CLUSTER: Inspiring	CLUSTER: Future-Oriented	CLUSTER: Performance
Competency: <i>Communicating effectively</i>	Competency: <i>Seeing the big picture</i>	Competency: <i>Demonstrating a commercial and business mindset</i>
Sub-Competencies: verbal and written communication skills, presentation skills, giving and receiving feedback in a timely way, facilitation skills, conducting or managing meetings effectively and information technology skills.	Sub-Competencies: visioning, horizon scanning, and systems thinking, strategic thinking analytic thinking, and organisational awareness	Sub-Competencies: organisational awareness, financial data management, budgeting, responsible and judicious use of public funds and resources performance monitoring, and cost-benefit analysis
Competency: <i>Working collaboratively</i>	Competency: <i>Driving continuous change and improvement</i>	Competency: <i>Ensuring value for taxpayers' money</i>
Sub-Competencies: networking, team building, negotiation, conflict management, and building healthy workplace standards	Sub-Competencies: change management, risk management, divergent thinking, creative thinking problem-solving, and technologically savvy	Sub-Competencies: legislative and regulatory standards, financial data management, budgeting, responsible and judicious use of public funds and resources cost-benefit analysis, and resource mobilisation
Competency: <i>Developing capability</i>	Competency: <i>Making effective decisions</i>	Competency: <i>Ensuring a quality service</i>
Sub-Competencies: coaching, mentoring, strength spotting, gap analysis, monitoring and evaluation, and cross training	Sub-Competencies: critical thinking, research, problem-solving, creative thinking, data analysis, and synthesis crisis management	Sub-Competencies: knowledge of government and regulatory guidelines, business knowledge,

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		<p>excellent interpersonal skills, systems thinking, knowledge of government and regulatory guidelines, business knowledge, excellent interpersonal skills, and systems thinking</p>
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E (ii). Other Required Competencies (knowledge, skill, abilities, attitudes, and personality that are required to effectively carry out the tasks that are contained in a job).

- Expert knowledge of the OUR Act, Telecommunications Act, Fair Competition Act and other sector legislation and government policies relating to utility regulations
- Expert knowledge of the legal, financial, economic, technical and customer relations factors that underpin the performance of all ICT utilities listed in the First Schedule of the OUR Act
- Expert knowledge of the theories and practices related to tariff setting and other critical regulatory issues
- Working knowledge of international utility regulatory agencies, such as the Commonwealth Telecommunications Organisation (CTO), International Telecommunication Union (ITU), Organisation of Caribbean Utilities Regulators (OOCUR)
- Working knowledge of GoJ labour laws, Staff Orders and related laws and regulations governing human resource management
- Working knowledge of Public Bodies Management and Accountability (PBMA) Act, the Financial Administrative and Audit (FAA) Act and Government’s procurement guidelines

F. Minimum Required Education and Experience

- Post graduate degree in Engineering, Economics, Law, Regulation, Accounting, Financial Management or Business Administration.
- At least fifteen (15) years of progressively senior responsible experience, preferably in a utility or a regulatory body.

Continuous Professional Development (if applicable).

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G. Special Conditions Associated With the Job (e.g. {i} The job requires everyday exposure to natural elements such as wind, sun, rain. It is also stressful and has a high-risk factor of being attacked or robbed; or {ii} the job requires extensive sitting at a desk, in front of a computer in an air-conditioned environment; or {iii} the job requires no adverse working conditions).

- High level of stress may result from:
 - working continually in a highly stressed environment to meet deadlines and to deliver accurate and complicated positions;
 - long hours reading technical data and assessing recommendations submitted for the Office’s decision;
 - the need to judicially balance the contending demands of different factions when giving advice on the OUR’s position relative to an issue.
- The use of a computer including exposure to glare from the monitor for long hours may be necessary
- Frequently working in excess of forty (40) hours per week to ensure that corporate objectives are met
- Moderate local travel and occasional overseas travel on company-related business, including field visits to utility providers

H. Authority (e.g. authorise purchases up to J\$100,000, rent a motor vehicle from reputable vendor, sign agreements, handle confidential matters...)

The incumbent is authorised to:

- Act in accordance with the Office of Utilities Regulation (Amendment) Act, 2015 and any legislation or other enabling instruments
- Access highly confidential information
- Authorise expenditure within established limits
- Hold a Department/ Unit budget
- Grant permission to move funds between different budget heads
- Set or recommends budget levels
- Approve consultative documents and determination notices, and make recommendations with respect to specific economic regulatory issues being deliberated on by the Office
- Represent OUR in Tribunals, Courts etc.
- Communicate on the OUR’s behalf
- Approve leave
- Recommend promotion
- Administer disciplinary penalties in keeping with the human resource policies

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