



## JOB DESCRIPTION & SPECIFICATIONS

<b>JOB TITLE:</b>	Senior Administrative Assistant – Group CEO’s Office
<b>DIVISION:</b>	
<b>DEPARTMENT:</b>	Group Administration Head Office, Kingston, Jamaica
<b>SECTION/UNIT:</b>	Group Administration
<b>REPORTS DIRECTLY TO:</b>	Manager, Group Administration
<b>SCOPE OF JOB:</b>	To provide Administrative Assistance and Support in the Office of the Group CEO thus enabling the Group CEO’s office to operate smoothly and effectively in meeting its objectives.
<b>IMMEDIATE REPORTEES:</b>	N/A

## **MAIN DUTIES & RESPONSIBILITIES:**

To provide specific administrative support to the Office of the Group CEO through, but not limited to:

- **Schedule & Meeting Management**

- Works closely with the Direct Team Leader to support in the monitoring and management of the Group CEO's Schedule by scheduling meetings as agreed and monitoring appointments
- Schedules and follows up with meeting invitees to ensure confirmation of attendance and coordinate relevant documentation for the respective meetings;
- Act as Secretary for assigned meetings chaired by the Group CEO's Office, for entities within the JMMB Group, by taking minutes and making all necessary arrangements regarding the successful execution of the meetings:
  - Administrative services include: documenting of minutes, Circulation of Agendas, circulation of agreed meeting outputs, and logistics and coordination support for the effectiveness of all meetings
  - Responsible for managing and coordinating refreshments for meetings, as required.
  - Set up meeting rooms, conference calls and video-conference to support meetings where necessary (for both online and in person)
- Act as custodian for the terms of reference (TOR) for all management meetings at the Group Level
  - Complete bi-annual reviews and updates of TOR where required

- **Preparation for Group TL:**

- Ensures the Readiness and Preparation for the Group CEO for meetings, through – but not limited to – preparation of meeting folders and reading material for meetings he/she is scheduled to attend:
  - Prepare the TLs for meetings and other external representations to ensure readiness and effectiveness:
    - Ensure that the Group TL is prepared (co-ordinate and obtain documents) for any discussions by having reading material, past notes and agreements, factors for consideration, meeting agendas and discussions where relevant with any other stakeholders
      - *Prepare Information Folders for meetings (Electronically or via preferred method)*
  - Manages the coordination of speech preparations and information gathering to support the Group CEO's public appearances
- Manages invitations to the Group CEO to ensure his representation where appropriate, ensures invitation details are documented via Outlook

- **Administration Support for Performance Management in Group CEO's Office:**
  - Support the Direct Team Leader in updating and maintaining Performance Scorecards for Group CEO's reportees
  - Works closely with the Performance Monitoring Unit in the validation of Scorecard templates as required
  
- **Communication and Deliverables Management:**
  - Manages correspondences and communications (inclusive of emails) for the Group CEO ensuring timeliness and effectiveness in addressing matters
  - Draft and/or format correspondence on behalf of the Group CEO/Team Leader
  - Receives and action incoming correspondences and outgoing correspondences to/from the Group CEO's Office
  - Work closely with the Direct Team Leader for the Unit in monitoring the Unit's Deliverables via agreed tracking method
  
- **Management of External Client Complaints**
  - Receives client complaints routed through the Group CEO's office
  - Work closely with the Client Experience Monitoring Unit to monitor and follow through on client complaints routed to the Group CEO's Office
  
- **Regulatory Reporting and Governance**
  - Supports the Group CEO in meeting all Regulatory and Group Governance Administrative requirements in all territories in which we operate
    - Complete quarterly and annual personal questionnaires for all regulators such as BOJ, FSC, SIB (Dom Rep), CBTT, TTSEC
    - Act as the main contact person for general enquires and updates required
    - Complete required personal questionnaires in regards to Business Development Opportunities.
  
- **General Administrative Services for Group CEO's Office:**
  - . Completing Annual Personal Questionnaire forms (PQD) by Territory in which JMMB operates for the Group CEO
  - Maintain an updated and extensive contact database inside the Group CEO's office
  - Receives, manages and follow through on calls routed to the Group CEO's office
  - Receives and attend to walk in clients to the Group CEO's office
  - Coordinates travel arrangements for Group CEO and Team Leader (s) (As required)
    - Work closely with responsible team members for travel bookings and arrangements
    - Ensure the Team Leader's meeting itinerary (as per calendar arrangements) is developed and shared with all relevant team leaders for which the travel impacts prior to the trip
  - Manage and maintain the stationery inventory for the Unit
  - Manage the vacation schedules for the Group CEO's reportees

- Responsible for the maintenance of an efficient and effective Filing System (both electronic and manual) to ensure easy retrieval and flow of information for the Group CEO's Office
  - Responsible for the storage, maintenance and retrieval of the Unit's databases particularly the hard and some soft copy files, as well as all equipment
  - Supports the team leaders within the Group CEO's Office in the management of relevant meetings to ensure efficient filing of meeting agreements and decisions (e.g. Follow up with secretaries of respective committees to obtain meeting minutes for filing – electronic and hard copy as required)
  - Acts as the registry for the respective department's mails and assists in the response to correspondences.
- **Budget Management (Group CEO's Office):**
    - Responsible for the management of expenditure per budget for the Unit's budget
      - Prepares annual department budgets for approval and submission
      - Prepare quarterly budget reports for submission to Team Leaders
    - Prepares for approval, invoices on e-Requestor for the Unit
    - Verifies invoices and makes arrangement for the payment of Unit/department expenses in a timely manner
  - **Group CEO'S Personal Welfare Management**
    - Provide Support to the Direct Team Leader in managing the Group CEO's welfare
    - Provide support in managing Community Projects/initiatives led by the Group CEO

#### **OTHER**

- Performs any other duties, which may be assigned from time to time.
- Promotes the JMMB's philosophy of the Vision of Love and its unique culture.
- Is engaged in the transformation process for the continuous improvement of the JMMB and its associated companies.

#### **EDUCATION, TRAINING & WORK EXPERIENCE REQUIRED:**

- First Degree in Business Administration/Management or equivalent from a recognised institution.
- Familiarity with financial sector instruments, laws, regulations, ethics and professional jargon.
- Microsoft Excel Level 3
- Highly proficient in oral and written communication skills. Alert to non-verbal communication techniques. Working knowledge of a major foreign language would be an asset.
- Very high level of computer skills, particularly word-processing, spreadsheets, presentation programmes and Internet use. Excellent keyboard skills with a typing speed of about 60 words per minute. Knowledge of shorthand would be an asset.
- At least three (3) years' work experience in a similar capacity, preferably in a financial institution.

Amended and Submitted September 2016; was previously Administrative Assistant now Senior Admin Asst. – Group CEO's Office (March 2025)

### **Required Skills and Specialized Techniques:**

- Excellent oral and written communications skills; having the ability to communicate at all levels.
- Excellent time management and organizational skills.
- Good leadership qualities with ability for self-motivation and achievement.
- Good interpersonal skills and the ability to foster harmonious relations.
- Distinct display of initiative.
- Excellent customer service skills.
- Good Report writing skills.
- Ability to be able to work under pressure and for extra-ordinary hours.

### **AUTHORITY:**

1. Negotiates to build cooperation and consensus with a variety of internal and external contacts and groups.
2. To draft emails, letters, memos, or reports (for approval) to communicate information from the Group CEO's office
3. To independently select the most appropriate method to complete tasks for effectiveness inside the Group CEO's office
4. To independently respond to internal and / external queries using knowledge, creativity, initiative and sound judgement.
5. To recommend where appropriate the contracting of external assistance to ensure timely completion of projects, within the approved budget.
6. To research and bring to the Team Leader's attention matters of interest to the efficient operations of that office.
7. To research information requested or to independently bring information to the attention of the Team Leader.
8. To recommend solutions to problems or improvements to JMMB's continuous Improvement process both within and beyond his/her area of authority.
9. To identify and recommend seminar/courses/programmes which would enhance own on-the-job skills and also to enhance the effectiveness of the Leadership team.

- **LIAISES WITH:** External and Internal contacts absolutely essential for carrying out the duties of this position. (e.g. CONTACT – Bank of Jamaica; FREQUENCY - daily/on-going; REASON - to confirm repurchases for JMMB; HOW – via telephone).

EXTERNALLY	FREQUENCY & HOW	REASON
Financial Institutions – CEOs, Senior Managers or their Assistants	Daily/Ongoing. Via telephone.	To confirm/schedule/negotiate and prioritize meetings. To request/confirm receipt of documents for the GROUP CEO. To confirm receipt of documents sent by the GROUP CEO's office. To make or return calls on behalf of the GROUP CEO.
Local Financial Industry Bodies	Monthly	To request or follow up on Board Documents and meeting times for GROUP CEO. To request/confirm receipt of documents for the GROUP CEO. Arrange meetings. Follow-up or feedback on action items assigned/done. Send or receive documents and/or information. To make or return calls on behalf of the GROUP CEO or other Team Leaders. To make or confirm travel arrangements.
JMMB business contacts, consultants, partners (Local and Overseas)	Daily. Via telephone, in writing.	To respond to and direct individuals to the correct dept/persons. To return calls on behalf of GROUP CEO, respond to messages left for GROUP CEO. To make requests on behalf of the Group CEO.
Incoming callers (Include Clients, Business Associates, other financial/Regulatory institutions))	Daily. Via telephone.	To make and confirm travel arrangements for GROUP CEO, Team Leaders, Team Members, Directors, Consultants, as approved. To book refreshments for meetings. To obtain information to assist with purchase decisions. To follow-up on requests.
Suppliers (e.g. Travel agencies, hotels, caterers, equipment providers)	As requested. Via telephone, in writing, in person.	To assist with matters regarding personal and community responsibilities for the GROUP CEO, as instructed or as needed (e.g. to schedule/ confirm meetings; to collect/deliver very urgent documents; to make urgent purchases of small items; to settle bills; to follow-up on tasks assigned by/to the GROUP CEO).
Various agencies, national and community groups, individuals.	Daily/Ongoing. Via telephone, in writing, in person.	

## INTERNALLY

## FREQUENCY & HOW

## REASON

Executive /Senior and other Team Leaders or their Assistants.	Daily. Via telephone, in writing.	To schedule meetings; to follow up on tasks assigned by/to the GROUP CEO; to obtain or provide information. To confirm travel or hotel bookings. To respond on behalf of GROUP CEO re: requests made or concerns raised.
Marketing Department	Ongoing. Via telephone, in writing, in person.	To follow-up on sponsorship requests received directly at the office of the GROUP CEO and which were sent to Marketing to be reviewed for action, in order to facilitate responses to assistance seekers.
FACT Department – Payables	Weekly and as needed. Via telephone, in writing, in person.	To request /receive cheques for settling invoices; to obtain or clarify expense reports.
Settlement Dept – Couriers	As needed. Via telephone, in person.	To dispatch or collect documents/packages.
Other JMMB Team Members	As needed. Via telephone, in writing, in person.	To collect/deliver documents. Follow-up or feedback on matters assigned to facilitate Client or Team Member business. To follow through on deliverables assigned by the Group CEO.

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- **WORKING CONDITIONS:** List both the positive and negative working conditions associated with this job (e.g. *PHYSICAL* - office environment, exposure to dust; *SPECIAL* - frequent travel, being on 24-hour call, numerous critical deadlines ).

<b>PHYSICAL</b>	<b>FREQUENCY</b>	<b>% OF TIME</b>
Normal office environment.	Daily	90%
<b>SPECIAL</b>	<b>FREQUENCY</b>	<b>% OF TIME</b>
Travel to pick up or make purchases on behalf of the Group CEO/Team Leader	As needed	5%
Frequent telephone calls and making of deliveries/ visits to other departments. Require use of the voice, as well as personal mobility.	Daily/On-going	5%
Critical deadlines (e.g. for external reports)	As needed	