



**MINISTRY OF TOURISM
JOB DESCRIPTION AND SPECIFICATION**

JOB TITLE:	Director, Tourism Economics & Facilitation
JOB GRADE:	GMG/SEG 4
POST NUMBER:	531
DIVISION:	Policy Formulation & Technical Coordination
BRANCH:	Tourism Economics & Facilitation
REPORTS TO:	Chief Technical Director, Policy Formulation & Technical Coordination
MANAGES:	Tourism Incentives & Facilitation Analyst Administrative Assistant

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

Employee

Date

Head of Department/Division

Date

Date received in Human Resource Division

Date Created/revised

1. STRATEGIC OBJECTIVES OF THE ENTITY/DEPT/DIVISION *(in which the position is located)*:

TBD

2. JOB PURPOSE

Under the general direction and leadership of the Chief Technical Director – Policy Formulation & Technical Coordination, the Director, Tourism Economics & Facilitation is responsible for analysis of economic issues relevant to planning and management of the Ministry and its subjects. The Senior Director monitors macroeconomic developments relevant to the planning environment and advises on microeconomic issues such as local tourism market. Additionally, the Senior Director also provides technical supervision and management for facilitation, incentives and support mechanisms for the tourism sector.

3. KEY OUTPUTS

- Empirical studies directed
- Economic data monitored, analyzed and interpreted
- Cost-benefit analysis and economic impact assessments prepared and presented
- Mechanisms to facilitate specialized incentives for the Tourism Industry directed
- Work Permit Approval Processes directed
- Related programmes monitored and evaluated
- Reports, technical papers, and publications prepared and issued
- Partnership Strategies and Stakeholder Relationships established and maintained
- Technical Cooperation and Assistance managed
- Technical advice and recommendations provided
- Annual/Quarterly/Monthly performance Reports prepared
- Individual work plans developed
- Staff Appraisals conducted

4. KEY RESPONSIBILITY AREAS

Technical/Professional Responsibilities

- Directs empirical studies to ascertain the structure behaviour and impact of the industry by evaluating the impact of the existing fiscal regime on investment and incentives, identifying economic potential of various aspects of the sector;
- Monitors, analyses and interprets economic data to inform the Ministry of Tourism strategic and infrastructure planning, policy development, and delivery, including market and industry analysis;
- Identifies, economic potential and opportunities for growth and development in the tourism sector;
- Prepares and advises on cost-benefit analysis and economic impact assessments relevant to the Ministry of Tourism;
- Provides timely, accurate and relevant technical advice in relation to the macroeconomic context and microeconomic developments relevant to the planning and management of the tourism sector;
- Undertakes economic analysis to meet the ongoing and anticipated needs of the Minister, Permanent Secretary Senior Executives and other internal stakeholders;

- Provides detailed and accurate information to multiple teams across the Ministry of Tourism and its agencies/departments to enable timely and integrated strategic planning and policy development outcomes;
- Provides clear and succinct summaries of evidence-based insights in simple, easy to understand language appropriate to a variety of users within the MoT and allied stakeholders;
- Appraisal of proposed tourism projects, substantiating their financial and economic feasibility and making recommendations to the Permanent Secretary and other senior executives;
- Analyzes and comments on plans/studies prepared within ministries and agencies and provide information to assist with decision making and/or to determine the viability of adopting new measures proposed;
- Tracks industry performance and impact, reporting routinely on-trend and changes;
- Keeping track of the international trends and their impact on tourism in Jamaica;
- Produces well written, accurate and timely reports and analytics for internal and external stakeholders to facilitate evidence-based decision making;
- Collates research data to identify and evaluate emerging trends and issues to assist in the formulation of appropriate responses and options for resolution of new and emerging issues;
- Undertakes follow up actions and respond to enquiries in a timely manner within applicable legislative, regulatory and policy frameworks;
- Participates in projects and programmes aimed at improving or capturing the economic impact of the tourism sector by:
 - Assists with the identification and appraisal of public sector programmes and projects and maintain contact with relevant technical staff in the ministries and agencies;
 - Liaises with JAMPRO and other relevant local and international organizations which impact on economic opportunities for the industry, tourism sectors;
 - Liaises with international agencies regarding funding for studies on fiscal and economic impact issues.
- Directs the management and operations of the Work Permit Approval processes for the tourism sector, in collaboration with the key stakeholders such as the Ministry of Labour & Social Security and PICA;
- Directs the establishment, maintenance and evaluation of the Tourism Workers' Pension Scheme which includes key activities such as the sensitization of all stakeholders, and managing the procurement of fund administrator;
- Directs the design, implementation and monitoring of mechanisms to facilitate specialized incentives for the Tourism Industry;
- Evaluating the performance of the Fiscal Incentives programme on tourism investment by conducting and reporting the results of the Fiscal Incentives Survey;
- Reviews Legislation, provide advice and recommends changes to the Fiscal Incentives impacting the tourism sector;
- Contributes innovative ideas to assist with the development and maintenance of internal systems, policies and business processes to improve operational efficiency and effectiveness.

Management/Administrative Responsibilities

- Directs the alignment of the Branch's corporate/operational plans and budget with the Ministry's strategic objectives and priority programmes;
- Maintains mechanisms to effectively coordinate the alignment of plans, programmes and projects of the Ministry and its departments and agencies in order to ensure cohesive and complimentary execution of policy and programme initiatives;
- Participates in and coordinates the development of the strategic direction of the Ministry;
- Prepares and submits performance and other reports relating to the achievement of targets for the ministry and its agencies as required and ensures timely submission of all documents/information requested from the Branch;
- Establishes and maintains quality customer service principles, standards and measurements for the Branch;
- Develops Individual Work Plan based on strategic alignment with MOT's Operational Plan;
- Establishes and maintains various Tourism Economics and Facilitation Committees that makes recommendations for the implementation of improved procedures and systems;
- Represents the MOT at meetings, conferences and other fora as needed.

Human Resources Responsibilities

- Provides leadership and guidance through effective planning, delegation, communication, training, mentoring and coaching;
- Evaluates and monitors the performance of staff in the Branch and implements appropriate strategies;
- Coordinates the development of individual work plans and recommends performance targets for the staff assigned;
- Participates in the recruitment and training of staff of the Division;
- Recommends succession initiatives, transfer, promotion and leave in accordance with established Human Resource Policies and Procedures;
- Identifies skills/competencies gaps and contributes to the development and succession planning for the Division to ensure adequate staff capacity;
- Monitors the performance of staff and facilitates the timely and accurate completion of the staff annual performance appraisals and other periodic reviews;
- Ensures the well-being of staff supervised;
- Effects disciplinary measures in keeping with established guidelines/practices.

Other Responsibilities

- Performs all other related duties and functions as may be required from time to time.

1. PERFORMANCE STANDARDS

- Empirical studies directed in accordance with established standards and timeframes;
- Economic data monitored, analyzed and interpreted in accordance with established standards and timeframes;
- Cost-benefit analysis and economic impact assessments prepared and presented through the application of evidence-based methods and agreed timeframes;

- Mechanisms to facilitate specialized incentives for the Tourism Industry directed according to established guidelines and timeframes;
- Work Permit Approval Processes directed in keeping with agreed standards and timeframes;
- Related programmes monitored and evaluated in accordance with evidence-based applications and timeframes;
- Reports, technical papers, and publications prepared and issued are evidence-based, comprehensive and conforms to agreed formats and timeframes;
- Partnership Strategies and Stakeholder Relationships established and maintained in harmony and in keeping with agreed standards and timeframes;
- Technical Cooperation and Assistance managed in accordance with established protocols and timeframes;
- Technical advice and recommendations provided are evidence-based and timely;
- Annual/Quarterly/Monthly performance reports are prepared in accordance with agreed format, are accurate and submitted on time;
- Individual Work Plans developed in conformity to established standards and within agreed timeframes;
- Staff Appraisals completed and submitted in accordance to agreed timeframe and standards;
- Confidentiality, integrity and professionalism displayed in the delivery of duties and interaction with staff.

2. INTERNAL AND EXTERNAL CONTACTS

Internal Contacts (required for the achievement of the position objectives)

Contact (Title)	Purpose of Communication
Permanent Secretary Chief Technical Director – Policy Formulation & Technical Coordination	<ul style="list-style-type: none"> • Receive instructions and provide support required; • Provide regular updates and advice on research and analysis work; • Inform of and seek guidance on new or emerging issues and priorities; • Contribute to team business planning and work program development.
Senior Executives/Head of Divisions	<ul style="list-style-type: none"> • Build and maintain effective relationships; • Prepare, present and provide timely and professional advice regarding evidence data request, trends and emerging issues.
Direct Reports	<ul style="list-style-type: none"> • Monitor and review performance, provide leadership and guidance, foster ongoing professional development
Team Members	<ul style="list-style-type: none"> • Work as a team member to support team programs and projects • Participate in team meetings to share information and ideas to improve program, service delivery and work outcomes
General Staff	<ul style="list-style-type: none"> • Receive and exchange information

External Contacts (required for the achievement of the position objectives)

Contact (Title)	Purpose of Communication
Ministries/Departments/Agencies	<ul style="list-style-type: none"> • Maintain effective relationships and communication networks • Respond to enquiries and help resolve customer concerns and issues • Provide clear information and appropriate, accurate advice on current planning matters
Ministry of Labour & Social Security Passport Immigration & Citizen Agency	Establish professional networks and relationships to maintain currency of issues, share ideas and learnings, and collaborate on common responses to emerging and/or developing issues in Work Permit issuance.
Technical Committees, such as: Tourism Advisory Council, Disaster Risk Management, Cultural Heritage & Community Tourism	Foster effective proactive relationships with other stakeholders, in particular community and/or industry groups for whom Tourism Economics & Facilitation impacts are most critical
Tourism Policy Implementors: JTB, TPDCO, TEF, JAMVAC, Baths and Spa etc.	Conduct training on new policies/programmes; and monitors and evaluates the implementation of policies/programmes
Tourism stakeholders such as the World Tourism Organization (WTO), World Travel and Tourism Council (WTTC); Regional organizations: CARICOM, Caribbean Tourism Organization (CTO), Caribbean Hotel Association (CHA); Association of Caribbean States (ACS); etc. Tourism Market	Foster effective proactive relationships with other stakeholders, in particular community and/or industry groups for whom Tourism Economics & Facilitation impacts are most critical
Other Stakeholders, example: Professional Bodies, Academia, etc.	Foster effective proactive relationships with other stakeholders, in particular community and/or industry groups for whom Tourism Economics & Facilitation impacts are most critical
General Public	Receive and share information on Tourism Economics & Facilitation initiatives through consultation

3. AUTHORITY

- Recommends new Tourism Economics & Facilitation programmes and policy development initiatives;
- Approves/Administers procedures for the monitoring and reviewing of Tourism Economics & Facilitation programmes;
- Implements new measures and procedures to enhance the Ministry's strategic and technical capabilities;
- Drafts Terms of Reference and other specifications;

- Recommends staff appointments, promotion, recruitment, disciplinary action, leave and general welfare issues;
- Recommends relevant training and development programmes for direct reports to enhance knowledge and performance.

4. REQUIRED COMPETENCIES

Core

- Oral Communication
- Written Communication
- Customer & Quality Focus
- Teamwork & Cooperation
- Integrity
- Compliance
- Interpersonal Skills
- Change Management

Technical

- Be able to conduct independent research that is both quantitative and qualitative in nature;
- Proficiency in the use of relevant Data Software (SPSS)
- Sound knowledge of the general operations of the machinery of government, the role function and operations of Cabinet and Parliament;
- Possess excellent writing, speaking, and interpersonal skills;
- Be adept at understanding complex political and socioeconomic information;
- Good knowledge of GOJ policy directed at the tourism sector (to include: Sustainable Development/Natural Resource Management) and associated areas.
- Excellent oral and written communication skills in English; other languages would be an added advantage;
- Excellent inter-personal skills, and ability to maintain strong relationships, Strong cross-cultural skills and versatility in dealing with different types of partnership;
- Personal integrity with an honest and open personal style;
- Excellent leadership and negotiating skills;
- Ability to exercise sound judgment and conviction of purpose in unfavourable or unpopular situations;
- Ability to prioritize amongst conflicting demands, solve business problems and make rational decisions based upon a sound understanding of the facts in limited time;
- Ability to manage limited resources in order to achieve challenging output targets;
- The ability to work effectively in stressful and time sensitive scenarios is a critical competence.
- Proficiency in required computer applications such as spreadsheet, word processing and Power point.

9. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Master's Degree in Economics, Statistics, Public Sector Management, Public Policy, Business Administration, Management Studies or related field of Social Science;

- Specialized Training in Research and Statistical Analysis;
- Five (5) years' experience in Economics, Statistical Analysis or equivalent environment, with three (3) in a senior role.

OR

- Bachelor's Degree in Economics, Statistics, Public Sector Management, Public Policy, Business Administration, Management Studies or related field of Social Science;
- Specialized Training in Research and Statistical Analysis;
- Seven (7) years' experience in Economics, Statistical Analysis or equivalent environment, with five (5) in a senior role.

10. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Work will be conducted in an office outfitted with standard office equipment and specialized software. The environment is fast paced with on-going interactions with critical stakeholders and meeting tight deadlines, which will result in high degrees of pressure, on occasions. May be required to travel locally and internationally to attend conferences, seminars and meetings.