



**MINISTRY OF TOURISM  
JOB DESCRIPTION AND SPECIFICATION**

|                     |                                                 |
|---------------------|-------------------------------------------------|
| <b>JOB TITLE:</b>   | International Relations Officer                 |
| <b>JOB GRADE:</b>   | GMG/SEG 2                                       |
| <b>POST NUMBER:</b> |                                                 |
| <b>DIVISION:</b>    | Policy Formulation & Technical Coordination     |
| <b>BRANCH:</b>      | Tourism Trade & International Relations         |
| <b>REPORTS TO:</b>  | Director Tourism Trade & International Relation |
| <b>MANAGES:</b>     | N/A                                             |

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. JOB PURPOSE

Under the general direction of the Director, Tourism Trade & International Relations, the International Relations Officer is responsible for conducting research, providing technical and general administrative support to the Branch.

## 2. KEY OUTPUTS

- Research conducted to inform trade agreements, Memorandums of Understanding (MOU) and other relevant bilateral and multilateral documents
- Reports, Cabinet Submissions for travel, notes, briefs, technical papers, and publications prepared
- Diplomatic logistics for meetings, events and conferences coordinated.
- Calendars and schedules prepared and maintained
- Correspondences/documents, reports, presentations, and minutes prepared and distributed
- Databases, Record-keeping and administrative systems established and maintained
- Meeting notes, action plans, agenda and minutes/reports prepared
- Annual/Quarterly/Monthly performance Reports prepared
- Individual Work Plan developed

## 3. KEY RESPONSIBILITY AREAS

### Technical/Professional Responsibilities

- Conducts targeted research in the following areas, as directed by the Director:
  - Tourism trade or potential trade relations in collaboration with the Ministry of Foreign Affairs & Foreign Trade, Ministry of Investment, Industry and Commerce, Jamaica Promotions Corporation (JAMPRO) and associated MDAs.
  - Conducts research and prepares draft summaries/ speaking notes/presentations as required.
  - Existing trade agreements and data to support Memorandums of Understanding and other relevant bilateral and multilateral documents,
  - Tourism global market and industry intelligence, opportunities; industry trends; market growth and issues.
  - Tourism Trade and Event activities undertaken by Tourism Policy Implementors including, TPDCO, TEF..
- Collate information from the Divisions of the Ministry and public bodies as it relates to implementation of multilateral and bilateral agreements with partner countries relating to the GOJ's tourism product.
- Liaise with the resident and non-resident diplomatic missions to request copies of tourism trade agreements, MOU, requesting of general information as it relates to stakeholders' meeting/events.
- Assist the Director in the preparation of Memorandums of Understanding or Service Level Agreements that may arise from partnership agreements.

- Prepares briefings, including background information on relationships and different country's political/economic status and risk analysis, as well as develop presentations on a wide range of issues and topics, including expansion of the Jamaican tourism product, development cooperation mechanisms, and country engagement strategies.
- Collate responses to inquiries and requests for information from local and international counterparts in relation to tourism trade and relations.
- Assist the Director with logistic coordination for meetings/visits/conferences among International Partners/Stakeholders, management/staff and counterparts to desired outcomes.
- Provides logistical support for the hosting of regional and international conferences/ meeting and supports members of the Team on specific projects, as agreed with the Director.

### **Administrative Responsibilities**

- Assist in the preparation of Cabinet submission/notes and Briefs for the Minister of Tourism.
- Maintains office workflow, analyses operating practices and systems and recommends improvements; and implements agreed changes to increase in the branch's efficiency.
- Prepares and modifies documents including correspondences, reports, drafts, memos and emails; takes and transcribes dictation, and composes and prepares confidential correspondence, diplomatic communication, technical reports, and other complex documents.
- Assists with the logistical operations of the Branch with respect to the duties assigned, including organization and administration of meetings and other events, by providing agendas and keeping written records of discussions and key decisions; and undertakes associated research and follow-up actions as required.
- Manages calendar for the Branch which includes but is not limited to scheduling appointments and courtesy calls, coordinating meeting rooms and preparations including refreshments, where applicable.
- Screens incoming calls and correspondence and responds independently when possible.
- Maintains electronic and hard copy records management systems, creates and maintains database and spreadsheet files and manages the Branch's intranet filing system, performs data entry and scan documents.
- Liaise with the Ministry of Foreign Affairs and Foreign Trade, as required-
  - airport courtesies when the Director is travelling with the Minister.
  - request relevant visas through the Protocol department.
  - Liaise with the Bilateral department for detailed tourism briefs and profiles for courtesy calls.
  - Obtain protocol and courtesies for hosting of events, etc
- Liaise with the Corporate Services Division as it relates to travel arrangements including researching and coordinating itineraries, visa requirements, accommodation and other related activities for the Branch; compiles documents for travel related meetings.
- Schedules and attends meetings, prepares minutes and ensures follow-up actions are done, reproduce, distribute and maintain records of minutes accordingly.
- Attends meetings externally as may be required for the purpose of minute taking/notes, conducting research, compiling supporting documents and related tasks.
- Prepare meeting folders with relevant documents for high-level regional and international meetings.
- Exhibits good courtesy to scheduled and unscheduled visitors.
- Opens, sorts and distributes incoming correspondence, assists in preparing outgoing mail and correspondence, including e-mail and faxes and updates branch mail register.
- Maintains office supplies for the branch by monitoring stock levels, placing and expediting

orders through the Administration & Asset Management Branches, if required, and verifying receipt of supplies.

### Other Responsibilities

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

## 4. PERFORMANCE STANDARDS

- Reports, technical papers, and publications prepared are evidence-based, comprehensive and conform to agreed formats and timeframes.
- Database maintained, calendar and schedules are coordinated and maintained according to established standards and timeframes.
- Events such as meetings are efficiently and effectively coordinated.
- Visitors greeted, and callers responded to in a professional manner.
- Record-keeping and administrative systems are established and maintained in accordance with relevant standards and agreed timeframes.
- Research conducted is thorough, evidence-based and timely.
- Reports, correspondence, agendas, and minutes are accurate and submitted in a timely manner.
- Tact, sensitivity, diplomacy, and discretion are exercised in the screening of calls and visitors, divulging of information, and general interaction with stakeholders.
- Work plans conform to established procedures and implemented accorded to establish rules.
- Confidentiality, integrity and professionalism displayed in the delivery of duties and interaction with staff.

## 5. INTERNAL AND EXTERNAL CONTACTS

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

| Contact (Title)                                                                               | Purpose of Communication                                                                                                                                                                                         |
|-----------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Permanent Secretary<br>Chief Technical Director – Policy Formulation & Technical Coordination | <ul style="list-style-type: none"> <li>• Receive guidance and direction</li> <li>• Provide assistance and administrative support</li> <li>• Inform, advise and escalate emerging and sensitive issues</li> </ul> |
| Senior Executives/Head of Divisions                                                           | To ascertain feedback (informal or otherwise) on initiatives, projects, follow up on reports and general information on behalf of the Senior Director.                                                           |
| General Staff                                                                                 | To communicate information and receive information on behalf of the Director                                                                                                                                     |

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

| Contact (Title)                 | Purpose of Communication                                                                                                                                                                                                                                  |
|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ministries/Departments/Agencies | <ul style="list-style-type: none"> <li>• To develop and maintain effective relationships</li> <li>• To collaborate on matters, exchange information, provide advice and seek feedback</li> <li>• To contribute to the achievement of outcomes/</li> </ul> |

| Contact (Title)                                                                                                                                                                                                                                                                                   | Purpose of Communication                                                                                                                                                                                                                                                                                                                                                                                                                  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>• To communicate information and receive information on behalf of the Director</li> <li>• To respond to queries or redirect to relevant party for review and resolution</li> </ul>                                                                                                                                                                                                                 |
| Ministry of Foreign Affairs and Foreign Trade                                                                                                                                                                                                                                                     | <ul style="list-style-type: none"> <li>• To develop and maintain effective relationships</li> <li>• To collaborate on matters, exchange information, provide advice and seek feedback</li> <li>• To contribute to the achievement of outcomes</li> <li>• To communicate information and receive information on behalf of the Director</li> <li>• To respond to queries or redirect to relevant party for review and resolution</li> </ul> |
| Technical Committees, such as: Tourism Advisory Council, Disaster Risk Management, Cultural Heritage & Community Tourism                                                                                                                                                                          | <ul style="list-style-type: none"> <li>• To develop and maintain effective relationships</li> <li>• To collaborate on matters, exchange information, provide advice and seek feedback</li> <li>• To contribute to the achievement of outcomes</li> </ul>                                                                                                                                                                                  |
| Tourism Policy Implementors: JTB, TPDCO, TEF, JAMVAC, Baths and Spa etc.                                                                                                                                                                                                                          | <ul style="list-style-type: none"> <li>• To develop and maintain effective relationships</li> <li>• To collaborate on matters, exchange information, provide advice and seek feedback</li> <li>• To communicate information and receive information on behalf of the Director</li> <li>• To contribute to the achievement of outcomes</li> </ul>                                                                                          |
| Tourism stakeholders such as the United Nations World Tourism Organization (UNWTO), 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 | <ul style="list-style-type: none"> <li>• To develop and maintain effective relationships</li> <li>• To collaborate on matters, exchange information, provide advice and seek feedback</li> <li>• To communicate information and receive information on behalf of the Director</li> <li>• To contribute to the achievement of outcomes</li> <li>• To respond to queries or redirect to relevant party for review and resolution</li> </ul> |
| Other Stakeholders, example: Professional Bodies, Academia, etc.                                                                                                                                                                                                                                  | <ul style="list-style-type: none"> <li>• To develop and maintain effective relationships</li> <li>• To collaborate on matters, exchange information, provide advice and seek feedback</li> <li>• To communicate information and receive information on behalf of the Director</li> <li>• To contribute to the achievement of outcomes</li> </ul>                                                                                          |
| General Public                                                                                                                                                                                                                                                                                    | <ul style="list-style-type: none"> <li>• Receive and share information on Tourism Trade and International Relations initiatives through consultation</li> <li>• To respond to queries or redirect to relevant party for review and resolution</li> </ul>                                                                                                                                                                                  |

## **6. AUTHORITY**

- Draft documents.
- Makes recommendations to improve the efficiency of the Directors office.

## **7. REQUIRED COMPETENCIES**

### **Core**

- Good Oral Communication
- Good written Communication
- Excellent Research skills
- Customer & Quality Focus
- Teamwork & Cooperation
- Integrity
- Excellent time management skills
- Excellent social and Interpersonal Skills
- Ability to manage change initiatives

### **Technical**

- Proficiency in Microsoft Office suite and other programme applications appropriate to assigned responsibilities
- Sound knowledge and understanding of current affairs, geo-political considerations and theories for sustainable tourism and broader sustainable development
- Excellent oral and written communication skills; 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;
- Working knowledge of the format of cabinet submission/notes and the approval process
- Good research skills.
- Excellent knowledge of International Relations and diplomatic relations
- Ability to engage partners at all levels
- Solid dictation and transcribing skills
- Working knowledge of statutes, legislations, regulations policies and procedures that guide the operations of the section
- Knowledge of office management and administrative procedures and practices
- Knowledge of the principles and practices of public administration
- Ability to compose correspondence and reports

## **8. MINIMUM REQUIRED EDUCATION AND EXPERIENCE**

- BSc International Relations Public/Business Administration
- At least (3) years' experiences in a similar environment.
- Knowledge of a foreign language, with preference for any of the working languages of the United Nations (Spanish, Chinese, Arabic, French, or Russian), would be a distinct asset.

## **9. 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.
- Additionally, frequent intra island travel and extended working hours is required.