



We invite all suitably qualified candidates to apply for the post of **Manager, Business Facilitation & Acceleration Services GMG/SEG 3**

**Salary Range: \$5,198,035- \$6,990,779 per annum**

#### ***Job Purpose***

The provision of effective and efficient Partner Business Acceleration Services by Facilitating and assisting foreign investors, local businesses, and entrepreneurs with achieving sustainable goals, through strategic development plans

#### ***Strategic Focus***

- To support the day-to-day business operations of the Business Acceleration Centre (BAC)
- To synchronize services from Government of Jamaica (GOJ) ministries, departments and agencies (MDAs) to provide a 'one-stop shop' service to improve the business environment and business facilitation services offered to SEZ's
- To develop a strong and capable Business Acceleration Centre Team
- To engage, direct and support persons to contribute to the effectiveness of the quality management system.

#### ***Qualifications & Experience***

- Undergraduate degree in Business/Public Administration, Operations, Research, Industrial Engineering, Organizational Psychology, Law, ICT or equivalent from a recognized institution of higher learning
- Experience dealing with delicate and confidential issues
- Minimum ten (10) years of progressive experience in a management role
- Experience in Quality Management, Business Process Improvement, Business Transformation and Change Management
- Project management experience
- Training in protocol/etiquette and knowledge of diplomacy and cultural diversity

### ***Job Specific Skills***

- Full computer literacy and skill in the use of typical Microsoft Office products and MS Project
- Knowledge of PMBOK
- Group facilitation and training in a methodology like ToP (Technology of Participation)
- Skill in the use of the Authority's SharePoint application and in the use of the blockchain application connecting the Authority to business partners and relevant MDAs
- Awareness of the function of the GOJ and relevant MDA operations
- Knowledge of the Official Secrets Act, Staff Orders and Public Service Acts
- Knowledge of the FAA Act and GOJ Procurement Policies

### ***Job duties and Responsibilities***

#### **To support the day-to-day business operations of the Business Acceleration Centre (BAC).**

- Provide advice to investors and existing SEZ's in accessing the business acceleration services
- Assist in the development and implementation of systems to log and track investor Third-Party applications submitted through the BAC that are being reviewed
- Track the activities of all SEZ's and provide feedback to the Director of Stakeholder Relationship Management on concerns or service issues that could cause dissatisfaction
- Manage relationships with Acceleration Service Providers
- Monitor SLA performance and continuously improve deliverables
- Assist by liaising with GOJ Regulatory Agencies with whom the Authority has service level agreements to query applications or troubleshoot issues
- Operationalizing business-linkages strategy to enhance the access of local MSME's into the global value chain
- Make scheduled client calls and visits to strengthen client relationships
- Identify urgent and critical issues that require escalation to legal counsel, senior management or other Unit heads, and promptly escalate those issues through the correct channels and in keeping with the escalation protocol.
- Participate in projects, initiatives, and commitments of the Authority, managing timelines, creating documents and obtaining needed support or information from other Units
- Assist with preparation of the Unit's budget, operational and work plans
- Build positive and productive relationships with clients

#### **To synchronize services from Government of Jamaica (GOJ) ministries, departments and agencies (MDAs) to provide a 'one-stop shop' service to improve the business environment and business facilitation services offered to developers and zone users.**

- Seek to collaborate with key MDAs to discuss their roles and agree potential MOU/SLA to establish a 'one-stop-shop' service
- With Legal assistance, establish SLAs with related MDAs to facilitate the provision of Business Acceleration Centre
- Monitor SLAs and make agreed changes according to new regulatory requirements

- Develop close working linkages with relevant GOJ MDAs to adopt recommended policy, law and regulatory proposals of and by the Authority
- Ensure provision of space and facilities to MDAs to facilitate post-occupancy one-stop-shop services
- Synchronize existing systems used by various MDAs for harmonisation with tools used by the Authority such as DARP and AMANDA, as part of the one-stop-shop solution
- Maintains registry of MDA's and investors for ease in effective communication.

**To develop a strong and capable Business Acceleration Centre Team.**

- Coordinate timely meetings to ensure alignment of focus, detect and provide early warning of emerging issues, and identify process improvement needs for the Team
- Demonstrate and promote a goal-oriented performance culture that depicts strong integrity and ethical behaviour
- Identify any competency and or skills gaps that must be addressed
- Assess the performance of direct reports
- Work with the Senior Director, Business Partner & Support Services, Director, Stakeholder Relationship Management and Human Resource Management Unit, to ensure availability of training and development interventions needed to fill identified training and development gaps

**Demonstrate Leadership and Commitment to the Quality Management Systems Policy**

- Oversee implementation of improvements and updates of the Quality Management System Policy.
- Assist in communicating the Quality Management Systems Policy and encourage maintenance of documented information to ensure application within the Authority.
- Assist in promoting customer focus throughout the organization in alignment with the Authority's Quality Management System Policy.

Applications accompanied by résumés should be submitted **no later than Monday, 29 July 2024 to:**

**Director Human Resource Development and Management  
Special Economic Zone Authority  
13 Waterloo Road  
Kingston 10**

Email: [hrunit@jseza.com](mailto:hrunit@jseza.com)

Please note that only shortlisted applicants will be contacted.