

JOB DESCRIPTION

JOB TITLE	Corporate Support Officer
DEPARTMENT	Corporate Support Division
REPORTING TO:	Divisional Manager Corporate Support

Summary:

The Corporate Support Officer (CSO) will provide support to the Divisional Manager Corporate Support (DMCS) with respect to all Corporate Support activities including but not limited to the development and implementation of the Corporation's Strategic Plan and all policies and procedures within the corporation.

The incumbent will be responsible for the development of the strategic plan, ensuring that the implementation of key strategic initiatives, programmes objectives and goals are in alignment with the overall strategic direction of the organization and for the implementation of appropriate monitoring and control mechanisms to ensure realization of the strategic position.

The incumbent will also ensure the identification and development of all related policies and procedures to allow for the successful implementation of all initiatives and for the sustainable development of the organization.

The incumbent will support the Division in the research, development and execution of initiatives, across the organization in order to support the effective implementation, measurement and long term sustainability of cross-functional initiatives and programme in accordance with the Strategic direction of the Corporation.

Education, Knowledge and Experience

- Bachelors' Degree in Social Sciences preferably with Policy Development, Research, Evaluation, Strategic Planning or Public Sector Management from an accredited academic institution
- Evidence of formal training in Strategic Planning
- Postgraduate qualifications in Management or any other related subject area will be an asset
- Extensive experience in strategic planning and execution
- Extensive experience in the formulation of policies and procedures
- Excellent research and analytical skills
- Extensive knowledge of the principles, techniques and methodologies used in monitoring and evaluation
- Excellent communication skills (written and oral).
- Working knowledge of regulations and procedures governing the Public Service.
- Knowledge of the regulatory framework governing public sector organizations
- Working knowledge of project management methodologies, techniques and concepts.
- Proficiency in Microsoft Office Tools and software relevant to job functions

- Minimum of five (5) years' working experience performing duties related to planning, research, monitoring and evaluation in a large state or quasi-state organization

OR

- Equivalent combination of academic qualifications and working experience

Key Duties & Responsibilities

Strategic Planning

- Responsible for leading the strategic planning processes to ensure strategies align with market drivers and support organizational objectives
- Assists in the identification and prioritization of strategies
- Recommends and assists in developing policies, processes and methodologies to ensure effective operations within the organization.
- Supports the management team and proactively monitors and reports progress, challenges and opportunities related to the strategic plans.
- Monitors the development of departmental operational plans to ensure alignment with strategic initiatives and overall strategic goals of the organization.
- Assists in the review of performance measurements, advises of appropriateness for determining organizational effectiveness and implements as approved.
- Assists in developing and implementing approved strategic reporting systems throughout the organization
- Undertakes research on best practices and trends in strategic planning and related processes to keep abreast of modern best practices and makes recommendations for their inclusion in current and future strategic activities within the organization.
- Liaises with divisional/senior managers and other personnel as necessary, to review achievement of milestones and any necessary corrective action

Project, Policy and Procedure Development

- Responsible for the development, implementation and maintenance of updated organizational policies and procedures
- Responsible for the development and implementation of performance monitoring and evaluation strategies
- Assists in the formulation of monitoring and compliance recommendations for improving organizational performance including the design of supporting projects, policies and procedures
- Collects, compiles and analyses data from reports submitted by implementing partners and prepares consolidated progress reports
- Reviews monitoring and compliance findings and best practices and disseminates information to stakeholders to facilitate evidence based planning and informed decision making
- Undertakes research on best practices and trends to keep abreast of modern best practices and makes recommendations for their inclusion in current and future projects, programmes and policies
- Coordinates the distribution of compliance-related documents and/or activities within the Corporation

Preparation of Reports, Notes and Presentations

- Prepares Reports / Presentations and any other documentation as required
- Prepares Board Notes and Cabinet Notes as directed by the DMCS
- Supports the organization with monthly and annual updates to the institutional strategic plan
- Assists in the preparation of an annual report on implementation of the strategic plan
- Assist with the preparation of the organisation's annual report.

Records Management

- Ensures that all documentation under his/her purview is recorded and maintained in accordance with the relevant laws and the Corporation's approved Records Management System
- Performs any other duties related to the job function as may be required

Dimensions and Scope of Role

- Operates within the Policies and Procedures of the Corporation
- Operates within the relevant national Laws and Regulations

Key Behavioral Competencies

Strategic Perspective: Has an understanding of issues, competitive markets and challenges in the wider business environment in the context of delivering short-term value; Ability to deliver results which add value to the department and to the Corporation.

Workload Management: Ability to contribute to determining measurable goals and objectives; Maintains focus on attaining high levels of performance and achieving results. Plans, prioritizes and organizes time and tasks to meet deadlines. Achieve objectives in an efficient and cost-efficient manner.

Integrity: Displays honesty, and credibility in relationships and work situations, consistent with the Corporation's values and principles e.g. sets good example, ethical conduct

Governance/ Compliance: Demonstrates and behaves in accordance with the principles of transparency and accountability in accordance with laws, state and organizational policies and procedures

Communication: Has the ability to communicate in a logical and organized manner at all levels in the organization. Willingly and consistently provide information in an easily understood manner that permits and encourages feedback.

Problem Solving: Is able to analyze complex data or situations, prioritize key issues; creates insightful solutions to problems and ensures proper execution

Customer Focus: Has a strong understanding of the 'gold' standards service requirements and the significance to the success of the business; Willingness to respond promptly to internal and external needs.

Negotiation: Ability to motivate, influence and convince others to take a particular course of action