



JOB OPPORTUNITY

The Caribbean Community (CARICOM) Implementation Agency for Crime and Security (IMPACS) established by the CARICOM Heads of Government, is seeking suitably qualified individuals to fill the following position at its sub-agency, the Joint Regional Communications Centre (JRCC), with assigned duty station in Barbados.

OPERATIONS MANAGER

Joint Regional Communications Centre (JRCC)

DESCRIPTION

The Operations Manager, JRCC is responsible for monitoring the day-to-day operations of the assigned shifts in the JRCC and ensuring that personnel strictly adhere to policies and procedures.

JOB FUNCTIONS

- Directs, plans, supervises, and coordinates the activities of assigned units and staff;
- Assists in the development of the Standard Operating Procedures (SOPs) and key performance indicators for the operations unit;
- Monitors the day-to-day functions of the assigned shifts at the Centre ensuring that relevant personnel adheres to Standard Operating Procedures (SOPs) and key performance indicators and recommends changes to policies and procedures as necessary;
- Supervises a cadre of professionals and provides leadership and direction to the staff member in the execution of his/her duties;
- Evaluates performance of subordinates and aids in improving skills and abilities;

- Ensures adequate staffing during each shift including work station assignments/rotations, shift rotations and back up for absent employees and so on;
- Ensures that all operational requests received by the Operations Unit are processed in a timely manner and feedback provided to the requesting agencies in the respective Member States;
- Ensures that the required logs are completed in a timely manner and that records, data and so on for each shift are accurately and properly submitted;
- Oversees scheduling of preventative maintenance for all hardware in accordance with workloads and system requirements;
- Assists in the recommendations of new technologies for increasing the operational efficiency of the Centre
- Conducts continuous needs analysis of shift requirements (human resources, equipment, functions) to ensure the effective and efficient performance of the Centre's responsibility and obligations and makes appropriate recommendations;
- Prepares and submits accurate, comprehensive, concise reports and analysis on all shift and operational activities to the Deputy Chief Operations Officer – Border Security, JRCC;
- Establish and maintain effective and cooperative working relationships with management, staff, other law enforcement agencies, and
- Ensures compliance with safety practices and policies; coordinates daily facility maintenance and safety issues that may arise;
- Monitors current laws and operational mandates and ensure strict compliance;
- Undertakes other duties which may arise or as may be delegated from time to time, appropriate to the grade of the post.

QUALIFICATIONS, SKILLS AND EXPERIENCE

- Bachelor's Degree in Law Enforcement/Security Management/Management Studies or related field from a recognized University or Institution or any equivalent combination of knowledge, expertise or courses obtained in law enforcement;
- At least five (5) years' managerial experience in a law enforcement background, for example, Military, Police, Customs, and Immigration or any other reputable institution.
- Considerable knowledge of, and able to use, Microsoft Office Suite;
- Ability to gather, analyse and evaluate data and information facts and to prepare and present concise oral and written reports;

- Ability to interpret, analyse and apply pertinent policies, procedures and operational standards;
- Ability to multi-task and handle a high volume of work and function in a fast paced and high-pressure environment;
- Ability to motivate and empower a team;
- Ability to maintain a high level of confidentiality;
- Excellent written, verbal communications and presentation skills;
- Excellent analytical and problem-solving skills;
- Excellent interpersonal skills.

LOCATION

Operations Manager will be based at IMPACS' sub agency, JRCC in Barbados.

SUBMISSION OF APPLICATIONS

All applications are to be received by CARICOM IMPACS no later than **MARCH 22, 2018** and **must include** nationality, work experience, educational qualifications, summary of professional skills, **the contact information of three (3) references (at least two of whom are familiar with your work or education)**, and other relevant information via any of the following:

- Email: careers@carimpacs.org ; or
- Mail: The Executive Director PO BOX 4585 PORT-OF-SPAIN, TRINIDAD AND TOBAGO

ONLINE APPLICATIONS ARE STRONGLY RECOMMENDED.

*CARICOM IMPACS will like to thank all persons for applying and expressing their interest to work at the Agency, however, **ONLY** shortlisted candidates will be contacted*

