**REVISED**

**JOB DESCRIPTION**

**CITIZENS’ FACILITATION MANAGER**

**JOB SUMMARY**

The Unit was established to focus on public concerns, enquires and to facilitate greater support to the citizens in obtaining assistance/redress from the various Government Agencies, departments, institutions and private organizations. The Unit is also responsible for identifying trends and making recommendations for appropriate and timely responses. The Citizens’ Facilitation Manger (CFM) has to ensure the provision of dedicated and continuous service to citizens.

* To receive petitions addressed to the Prime Minister
* To assess petitions and undertake the relevant interventions
* To manage the relationship between the petitioner and the Office of the Prime Minister
* To mediate with the appropriate persons/organizations/offices
* Make recommendations for the consideration and approval of the Prime Minister.

**REPORTS TO: Deputy Permanent Secretary**

**DUTIES AND RESPONSIBILITIES**

* Plans, organizes and coordinates the activities of a Unit responsible for on-going liaison between citizens and government.
* Interfaces with stakeholders and members of the public.
* Creates and maintains linkages with Ministries/Agencies to compile and disseminate relevant information services to the citizens.
* Participates in the formulation of policies and procedures relevant to Citizen Facilitation.
* Supervises the staff of the Unit.
* Oversees the monitoring and evaluation of the Citizens Facilitation Unit to ensure that the services remain relevant to the clients.
* Accompanies the Prime Minister at public engagements through-out Trinidad and Tobago re: Addressing of public issues.
* Ensures processes and systems support the delivery of efficient and effective services to customers by infusing appropriate resources and technologies.
* Develops and implements relevant educational programmes for members of the public on the purpose and role of the Unit as well as the manner in which they can source assistance.
* Prepares and submits information for inclusion in Annual Administrative Report and all other reports, as required.
* Represents the Ministry on Committees, as required.

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* Represents the Ministry at National and International events.
* Prepare a monthly report on all petition received, with clear identification of the petition status and actions taken.
* Drafts notes for Cabinet, as required.

**KNOWLEDGE SKILLS AND ABILITIES**

**Knowledge:**

* Extensive knowledge of the functions within the Public Service. Extensive knowledge of the commonly used concepts, practices and procedures in the Public Service.
* Extensive knowledge of the services provided in the Public Sector.
* Extensive knowledge of methods and techniques of conflict resolution.

**Skills and Abilities:**

* Sound analytical skills.
* Sound interpersonal skills.
* Sound IT skills.
* Ability to plan, organize and direct the work of staff.
* Ability to resolve issues speedily.
* Ability to make decisions promptly and effectively.
* Ability to work under stressful situations.
* Ability to communicate clearly and effectively orally and in writing.
* Ability to work in a team environment.
* Ability to establish and maintain effective relationship with other employees and members of the public.

**MINIMUM EXPERIENCE AND TRAINING**

* A minimum of eight (8) years’ experience in a customer service environment.
* Training as evidenced by a Masters’ Degree in one of the Social Sciences from an accredited University.

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