



HUMAN RESOURCE MANAGEMENT DIRECTORATE

Church Folly, Grand Turk, Turks & Caicos Islands. Ph: 649-946-2801, Fax: 649-946-1582

TURKS AND CAICOS ISLANDS GOVERNMENT **VACANCY NOTICE**

JOB TITLE: Director General -National ID
MINISTRY: Home Affairs & Transportation
LOCATION: Providenciales

JOB SUMMARY:

The **Director General of RISD** serves as the chief executive and statutory head for identity and legal status administration, with end-to-end accountability for the National ID system, Population Register, Civil Registry (births, deaths, marriages, divorced, adoptions and amendments), Citizenship & Naturalisation, and Customer Service operations. The Director General sets strategic direction, policy and standards, and ensures the integrity, security, reliability, and service quality of all identity and status records and related public-facing services. The role provides national leadership across registry and identity operations, customer service delivery channels, adjudication, registry governance, compliance, and digital identity systems (IDMS). The Director General oversees vendor and technology governance, data protection, fraud control, and inter-agency integration, ensuring that identity and civil status services are accurate, trusted, citizen-centric, legally sound, and aligned with national security and digital government objectives.

KEY DUTIES & RESPONSIBILITIES

Accountability Scope: National ID, Population Register, Civil Registry, Citizenship & Naturalisation, Identity Systems Governance, Customer Service Operations

Strategic & Institutional Leadership

- Provide overall leadership and strategic direction for RISD covering NID, Population Register, Civil Registry, and Citizenship & Naturalisation
- Define national identity and civil registration strategy, roadmap, and modernization priorities
- Serve as the national authority custodian for identity and civil status records
- Advise Minister / Permanent Secretary / Cabinet on identity, registry and nationality matters





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- Provide executive oversight for integrated front-office and back-office identity and registry service delivery, including Customer Service operations
- Work closely with the National ID programme team and Change Management function to provide executive sponsorship, ensure strategic alignment, remove delivery bottlenecks, and drive successful implementation and adoption of identity and registry reforms

Policy, Legal & Standards Authority

- Endorse enterprise-wide SOPs, operational controls, and service standards
- Ensure full compliance with identity, civil registration, nationality, and data protection laws and regulations
- Oversee regulatory updates and legislative support papers
- Define adjudication authority frameworks and decision thresholds
- Endorse identity, population register, civil registration and citizenship policies, standards, and SOPs
- Provide executive briefs and policy recommendations
- Support Cabinet and central agency decision processes

Operational Oversight

- Oversee adjudication and approval functions for NID, registry corrections, and citizenship/naturalisation cases
- Ensure registry and identity operations meet accuracy, turnaround time, and integrity standards
- Oversee Customer Service operations to ensure service accessibility, service quality, and processing standards are met
- Ensure effective operational integration between Customer Service and registry, NID, and citizenship processing units
- Approve escalation and exception handling frameworks across frontline and back-office functions
- Resolve escalated and exceptional identity, registry, and citizenship cases with legal or national security implications, in consultation with the Attorney General's Chambers, Border Control/ Immigration authorities, and the National Security Secretariat, as appropriate
- Monitor complaint resolution and service recovery mechanisms





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Registry & Data Integrity Governance

- Safeguard integrity of Population Register and Civil Registry databases
- Oversee de-duplication, data quality, and record reconciliation across registries
- Approve controls for record amendments and late registrations
- Ensure auditability and traceability of identity and status records

Digital Identity & Systems Governance

- Act as executive owner of IDMS, registry platforms, and biometric systems
- Approve system rules, adjudication thresholds, and automation controls
- Oversee vendor contracts, SLAs, and technology partners
- Ensure interoperability with immigration, border, and other government systems
- Represent RISD as standing executive member in the cross-government Technical Advisory Committee (TAC) established under Ministry of Innovation, Technology and Energy (MITE), and ensure RISD operational, security, and service requirements are reflected in technical architecture and system decisions

Risk, Compliance & Security

- Oversee identity fraud prevention and investigation framework
- Ensure strong data protection and privacy controls
- Approve access governance and data-sharing protocols
- Ensure Customer Service operations comply with identity verification and fraud prevention controls
- Coordinate with security and law enforcement agencies on identity risk matters

Inter-Agency & Stakeholder Coordination

- Lead coordination with immigration, health, justice, statistics, and other registry data users
- Represent RISD in national digital government and security committees
- Build partnerships for identity verification and registry data exchange
- Engage international identity and civil registration bodies where relevant

Cross-Government Identity Use Case Enablement





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- Advise ministries and central agencies on identity and registry readiness when designing citizen programmes and benefit schemes
- Approve and govern the use of national identity and registry data for eligibility and verification purposes
- Authorize identity verification and data-sharing mechanisms required for approved programmes
- Ensure identity integrity, uniqueness, and fraud controls are maintained when registry data is used for programme delivery
- Provide assurance and audit support for programmes dependent on national identity data

Financial & Resource Mobilisation

- Oversee departmental budget, workforce establishment, and resource allocation
- Endorse organizational structure and staffing plans
- Ensure efficient and accountable use of public resources

Customer Service Governance & Integration

- Provide direct executive oversight over RISD Customer Service functions
- Approve service standards, SOPs, and performance targets for all RISD public-facing service channels
- Establish quality assurance, escalation, and service audit mechanisms for frontline operations
- Ensure frontline staff are trained and compliant with identity and registry verification requirements.

People & Capability Development

- Build specialized capability in adjudication, registry governance, identity management and customer service
- Approve workforce plans and competency standards
- Champion training and professionalization of identity, customer service and registry officers

Performance & Reporting

- Set KPIs for identity, registry, citizenship, and customer service operations
- Report performance, risks and reforms to senior government leadership
- Ensure transparency, accountability and continuous improvement

Representations and Communications





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- Represent RISD in Cabinet committees, parliamentary reviews, and international forums when required
- Serve as official spokesperson for RISD
- Lead stakeholder and public communication on identity and registry matters

QUALIFICATIONS AND EXPERIENCE

- Masters in Public Admin/ Law/ Management
- Minimum 10 years of experience within similar capacity with the last 5 years in senior leadership role
- Excellent organizational and interpersonal skills; thorough attention to detail
- Proficiency in computer applications, including Excel, PowerPoint and Word
- Must demonstrate proficiency in managing senior leaderships at national level and ability to manage multiple priorities and stakeholders effectively and efficiently

SALARY: Executive 1.1 - \$117,541.00 per annum

APPLICATION PROCEDURE:

Resumes with current contact information must be accompanied by a Cover Letter and two letters of reference (one preferably from a former employer) as well as copies of educational certificates and a copy of the Passport photo page. Shortlisted candidates must submit a Police Certificate.

Current serving officers must apply through their Head of Department.

Applications without all supporting documents will not be processed.

"We thank all applicants for their interest, however, only persons selected for an interview will be contacted".

QUALIFIED BELONGERS WILL BE GIVEN FIRST CONSIDERATION

ONLY SUITABLE CANDIDATES WILL BE ACKNOWLEDGED

