



# HUMAN RESOURCE MANAGEMENT DIRECTORATE

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

## GOVERNMENT VACANCY

**JOB TITLE:** Director of Public Service Affairs

**DEPARTMENT:** Office of the Deputy Governor

**MINISTRY:** Public Service Affairs Unit

**LOCATION:** Providenciales

### **JOB SUMMARY:**

The Director of Public Service Affairs is responsible for leading and managing the internal communications strategy and coordination of various staff engagement activities. This role serves as a critical link between the Office of the Deputy Governor and the wider public service including the Civil Service Association and other key stakeholders.

The Director will lead on transparent, timely, and inclusive communication that reflect public service values, supports a positive working culture, and fosters a connected and informed public service. This role will also work closely with the Human Resources Management Directorate (HRMD) on the coordination of staff engagement initiatives and provides strategic counsel to senior management on employee-related communications.

### **TASKS AND RESPONSIBILITIES:**

The Director must be an excellent communicator and strategic thinker, capable of leading a high-performing team and managing multiple priorities while adhering to established deadlines. The Director must also have a strong understanding of internal communications, employee engagement, and public sector dynamics. The role requires diplomacy, discretion, creativity, and the ability to influence at all levels of government.

### **Core Functions:**

- Develop and implement an internal communications strategy aligned with the Turks and Caicos Islands Public Service 2025-2030 Roadmap and other transformative initiatives.
- Act as the liaison between the Public Service and the Civil Service Association, maintaining a professional and collaborative relationship that supports open dialogue and effective issue resolution.
- Plan, execute, and manage internal communication campaigns that inform and engage public servants, ensuring alignment with wider public service priorities.
- Create and oversee engaging content for internal channels including circulars, newsletters, the intranet, internal emails, and all digital platforms.
- Ensure that all ministry and department social media pages maintain a consistent and professional voice across all mediums.





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- Collaborate with senior management and executive leadership to shape messaging for key initiatives and policy changes.
- Advise senior management on employee-related communication strategies and approaches that build trust and mitigate potential negative impacts on staff morale and engagement.
- Coordinate with the Human Resources Management Directorate (HRMD) on the internal communications related to employee engagement initiatives, including workshops, recognition events, and team-building activities, to strengthen the civil service community and workplace culture.
- Monitor the effectiveness of communication and engagement activities, using data and feedback to refine and improve strategies over time.
- Lead, coordinate, and support the public service affairs team, ensuring the alignment and timely delivery of critical information and messaging.
- Other activities including but not limited to staff engagement activities and other initiatives as directed by the Deputy Governor, Permanent Secretary, and Deputy Permanent Secretary.

## **MINIMUM QUALIFICATIONS & EXPERIENCE:**

### **Qualifications:**

**Essential:** A bachelor's degree in Communications, Public Relations, Journalism, Public Administration, Organisational Development, or related field.

**Desirable:** A master's degree in Strategic Communication, Public Administration, or Organisational Leadership.

**Plus:** A professional certification in communications or change management (e.g. CIPR, IABC, Prosci Change Management).

### **Experience:**

The position requires a minimum of seven (7) to ten (10) years overall job experience with at least five (5) years' experience in Internal Communications, Corporate Communications, Organisational Development or related roles. Proven experience in designing and executing internal communications strategies and campaigns; leading employee engagement initiatives; advising senior management and managing internal stakeholders; and supervising and managing communications teams or professionals.

Experience in the public sector is desirable

**SALARY: Grade - \$11.1 - \$101,355**





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## **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, National Turks & Caicos Islander Status Card (where applicable). 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.***

