TURKS AND CAICOS ISLANDS PUBLIC SERVICE

JOB TITLE: **Commissioner of Labour**

MINISTRY: **Immigration and Border Services**

DEPARTMENT: **Employment Services and Labour**

LOCATION: This position is located primarily in Providenciales with responsibilities for other islands as required. At the discretion of the TCI Public Service it may be relocated to another part of TCI.

SUMMARY:

The Commissioner of Labour is the senior executive leader responsible for the strategic direction, management, and performance of the Employment Services and Labour Department, including its restructuring and modernisation. The role ensures fair labour standards; efficient, transparent, and legally compliant administration of the Turks and Caicos Islands work permit system under the Immigration Ordinance (Cap. 5.01); and effective resolution of labour and trade disputes and sound management of trade union relations under the Employment Ordinance (Cap. 17.08). The Commissioner drives organisational and legislative reform, oversees compliance and governance, and represents the Department to Government, industry, workers, trade unions, and the public.

TASKS AND RESPONSIBILITIES:

Strategic Leadership and Governance

Develop and implement a forward-looking strategic plan for the Labour Department aligned with national policy priorities. Lead governance, risk management, and internal controls — including the Department's restructuring and modernisation programme — and ensure compliance with laws, regulations, and international labour standards. Cultivate a performance-driven culture focused on service excellence, integrity, transparency, and accountability.

Policy and Regulatory Oversight

Advise on and lead reform of policy relating to labour markets, workforce planning, occupational safety and health, and work-permit migration, including review of the Immigration Ordinance (Cap. 5.01) and Employment Ordinance (Cap. 17.08) to strengthen enforcement, work permit governance, and industrial relations frameworks. Ensure sound policy interpretation and consistent application across divisions.

Labour Market and Workforce Development
Monitor labour market dynamics and direct the Labour Market Information System Unit (LMISU) in producing data to support the national Labour Force and Skills Audits and evidence-based policy. Establish a national public employment portal for work-permit-eligible vacancies, supporting Islander job-matching priority and fair, non-discriminatory employment practices.

Work Permit System Administration, Restructuring and Compliance
Oversee modernisation of the work permit system through the Labour Market Information System (LMIS) — integrated application workflow, automated term-limit tracking, demographic dashboards, an employer self-service portal, and integration with the Business Licensing Registry. Enforce the mandatory 21-day job advertisement requirement and upfront fee collection at application submission, in accordance with section 35 of the Immigration Ordinance (Cap. 5.01). Require Business Staffing Plans from employers with 15+ work permit holders under section 41 of the Immigration Ordinance (Cap. 5.01), reviewed by a dedicated Business Staffing Plan Board, and ensure landlord-confirmed accommodation documentation accompanies every application. Direct the Turks and Caicos Islands Work Permit Boards (Zone 1 and Zone 2) under Part V, and a dedicated Risk Management Unit (convictions register, site visits, fraud investigation, revocation/refusal processing); strengthen enforcement powers (anonymous complaints, administrative fines, criminal penalties for non-notification of terminations); and ensure timely referral of appeals to the Immigration Appeal Tribunal under Part VII of the Immigration Ordinance (Cap. 5.01).

Industrial Relations, Dispute Resolution and Trade Union Management
Act as the first point of referral for labour disputes under section 96 of the Employment Ordinance (Cap. 17.08), conciliating between employers, employees, and trade unions to effect settlement by all means available. Oversee referral of unresolved disputes and unfair dismissal claims to the Labour Tribunal (Part VII, sections 93–101, Employment Ordinance Cap. 17.08), supported by a dedicated Tribunal Secretary function and a statutory resolution service-level target. Maintain sound relationships with recognised and independent trade unions, ensuring statutory consultation, recognition, and protection against union-related dismissal or discrimination (sections 42, 70 and 71, Employment Ordinance Cap. 17.08); advise the Minister and Cabinet on trade disputes; and deliver employer/worker education on dispute resolution and collective bargaining.

Public Service Delivery and Customer Experience
Champion customer-centric service delivery and stakeholder engagement, and direct an island-wide employer training programme covering work permit compliance, Islander preference, dispute resolution, and trade union relations.

Financial and Resource Stewardship
Manage the Department's budget, procurement, and asset management — including oversight of the LMIS capital project — in line with government financial regulations, ensuring efficiency and value-for-money.

People and Organizational Development
Build a high-performing workforce, including establishment of the LMISU and the Risk Management Unit, and foster an inclusive workplace culture that prioritises staff well-being and safety.

Information Management and Digital Transformation
Drive full implementation of the LMIS and modernisation of data governance and analytics to enable evidence-based decision-making, ensuring data privacy and cyber security across the Department. Ensure the full utility of the Border Management System for the issuance of work permits.

Stakeholder Communications and Representation
Represent the Department to Government, parliamentary inquiries, and regional/international bodies — including counterpart labour and immigration agencies and the International Labour Organization (ILO) — and communicate policies, decisions, and performance to the public, media, employers, and trade unions.

Salary: Grade 10.1 $87,398.00 per annum plus allowances

QUALIFICATIONS and EXPERIENCE:

Education
Minimum: Bachelor's degree in Public Administration, Economics, Law, Human Resources, Management, or a related field.
Preferred: Master's degree or additional professional qualifications in labour relations, public policy, or governance.

Experience

At least 5-7 years of progressively responsible leadership experience in public administration, law, labour relations, or immigration/work permit policy. Demonstrated success in strategic planning, change management, experience in industrial relations, collective bargaining, or dispute resolution is highly desirable.

BELONGERS NEED ONLY APPLY