



# 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:** Deputy Director of Citizenship  
**MINISTRY:** Home Affairs & Transportation  
**LOCATION:** Providenciales

### **JOB SUMMARY:**

This is a supportive leadership role with ample support to the Director for the administration and oversight of the Citizenship and Naturalization Department throughout the Turks and Caicos' Islands. The Post will support the Director in managing daily operations, supervising unit heads and case workers, monitoring services delivery timelines and ensuring that applicants receive timely and accurate responses to their queries and the consistent service delivery of all products approved under the laws, procedures and service standards.

### **KEY DUTIES & RESPONSIBILITIES**

1. This post will support the Director by ensuring oversight of the department's compliance with the relevant statutory and policy requirements governing citizenship, naturalization, registration, passports, TCI Status and related services.

#### Main Activities

- a) Support the Director in the administration of the department.
- b) To assist the Director with policy and strategic objectives.
- c) Oversight of the daily operations of Grand Turk and Providenciales sectional heads and case workers.
- d) Ensure case workers are properly entering daily submissions from the customer Service Centre into the OnBase computerized system.
- e) Performances management and monitoring of team members.
- f) Assisting with back log reduction.
- g) Improving casework quality.
- h) Ensuring proper vetting and documentation and maintaining procedural integrity before applications are advanced to the Director/ Ministry and other relevant agencies.
- i) Provide monthly reports to the Director on all team activities.
- j) Liaise with the Attorney General office regarding complex cases and guidance.
- k) Oversee the department budget in conjunction with the Director.





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2. Assist with the supervision of unit heads and all case worker team members within the Department

## Main Activities

- a) Monitoring service delivery timelines on all products.
  - b) Manage systems for the filing, storage and security of documents.
  - c) Manage the timely responses on all queries sent to the departments email portal.
  - d) Supervise Civil Service Customer centre and respond to complex customer inquiries.
  - e) Deal with the management of sensitive and/or confidential information.
  - f) Manage the department tracker for all applications and the submission of weekly reports to the Ministry
  - g) Arrange dissemination of information
  - h) Research and assist with local and international training to develop the team across the spectrum of the Department.
  - i) Provide administrative support to meetings by preparing agendas and writing minutes.
  - j) To act as Director of Citizenship in the absence of the Director.
  - k) Formulate policy and Cabinet papers in line with the Director.
3. Adhere to all Public Service codes, rules and regulations
4. Perform any other related tasks that may be assigned.

## **QUALIFICATIONS AND EXPERIENCE**

- A bachelor's degree in a relevant field of study/related field or equivalent.
- The position requires a minimum of three (5) years in a managerial on the job experience to acquire the necessary competencies to respond effectively to the challenges of the job. Experience in the public sector is desirable.

**SALARY: Grade 9.1 - \$75,363.00 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.





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**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**

