



We are seeking an experienced Employment Liaison
Officer to lead our Employment Pillar.

The Leap Co. has entered into an agreement with its Client, Project STAR, for the provision of Environmental, Social and Governance (ESG) consultancy services. Project STAR is a social transformation and renewal initiative aimed at creating safer, more resilient communities across Jamaica. The project team is comprised of 20-30 contract and consultant staff in finance, operations, administration, monitoring, measurement and reporting, community, and social technical services. The Project is in its 2nd year of a 5-year life cycle. The role will be engaged on an initial, renewable one (1) year contract.

The Employment Liaison Officer plays a critical role in connecting job seekers from Project STAR communities across the island with suitable employment opportunities. This role oversees the Employment team, ensuring the effective delivery of technical employment services, job placement, and workforce development programmes. The incumbent will develop the strategic framework and operational plan for the unit, while remaining hands-on with conducting outreach to employers, fostering relationships, identifying employer needs and job opportunities, assisting job seekers in their search, and providing support to ensure successful employment outcomes. Key Responsibilities include:

Team Leadership and Supervision:

- Recruit, train, supervise, and support members of the Employment Unit.
- Provide guidance, coaching, and professional development opportunities to team members.
- Set performance goals, conduct performance evaluations, and ensure team members meet targets.

Strategic Planning and Programme Development:

- Develop and implement strategic plans and objectives for technical employment services.
- Identify opportunities for programme expansion and improvement based on community needs and market trends.

Employer Engagement:

- Foster relationships with local employers, businesses, and industry partners.
- Represent and promote the Project to expand job placement, internship, and mentorship opportunities.
- Conduct sensitisation sessions to establish employment partner roles, responsibilities, and expectations; determine hiring needs and workforce requirements.
- Facilitate the generation, development, and selection of initiatives to introduce job seekers and employers, including the planning of job fairs.
- Negotiate compensation strategies and pursue on-the-job skills development possibilities.
- Act as point of contact for Employers/HR Partners; secure signed partnership agreements.

Job Seeker Support:

- Provide advice on training needs analysis and skills development techniques to enhance job seekers' employability.
- Guide the strengthening of job placement tools, processes, and systems; share best practices in resume writing, interview preparation and job seeker engagement.
- Advocate for and mobilise resources on behalf of job seekers to increase rates of job placement and retention.
- Act as point of contact for Constabulary Force in matters relating to job seeker safety re training/employment.

Job Matching:

- Develop and implement effective and efficient strategies to match job seekers with suitable employment opportunities based on their qualifications and preferences, and employers' stated needs.
- Define the internal communication plan, including the tools or instruments necessary for its operation, to facilitate job placements and follow-ups with employers and candidates.
- Monitor and evaluate job placements to ensure job retention and satisfaction.

Data Management and Reporting:

- Maintain accurate records of job openings, job placements, and employer interactions.
- Develop appropriate systems and technologies to monitor employer and job placement activities.
- Prepare reports and analytics to track programme effectiveness and outcomes.
- Utilise data to make informed decisions and improve programme performance.

Budget Management:

- Manage the budget for the Employment Unit, including resource allocation and expenditure tracking.
- Ensure efficient use of resources to maximise programme impact.

Qualifications:

- Bachelor's degree in a relevant field (e.g., Human Resources, Business Administration). Master's degree is a plus.
- Five (5) years' proven experience in client management, employment services, job placement, or related field.
- Practical knowledge of HR operations and management.
- Strong communication, interpersonal, networking, negotiation, and organisational skills.
- Ability to work in a fast-paced environment, proactively solving conflicts and addressing issues.
- Effectiveness in deliverables management, results measurement, data analysis and report writing.
- Proficiency in leveraging technology to achieve greater efficiency and scalability in the execution of daily activities.
- Empathy and a genuine desire to help job seekers achieve their employment goals.