The Department of Workforce Opportunities & Residency Cayman invites applications for the post of:

Manager – Labour Market Demands

Salary: $70,224 – $94,440 per annum

The government of the Cayman Islands has taken a decision to review the management of labour and development of Caymanians in the labour workforce and, as a result, has reorganised the two existing departments; namely the Department of Immigration and National Workforce Development Agency; into a defined organisation; namely Workforce Opportunities & Residency Cayman (WORC).

The Manager – Labour Market Demands will support the Head of Labour Demands, Development & Training in providing leadership, developing and implementing strategic plans to assess the Cayman Islands' labour market demands, assess gaps in the Cayman Islands’ workforce relative to such demands, identify current and future labour demands that would need to be filled through work permits and to manage and oversee the Employer Accreditation Programme.

**SUMMARY OF KEY RESPONSIBILITIES:**

- Assess and report on the Cayman Islands labour market demands.
- Develop industry partnerships in order to collect data for current and future labour needs.
- Collect labour market data which includes details of population, labour force, qualification requirements, training requirements, timelines based on need etc.
- Work with the Manager, Labour Market Information Systems so as to effectively ensure that accurate data is entered into WORC Management System.
- Analyse labour market data.
- Develop, manage and oversee the Employer Accreditation Programme.
- Assess gaps in the Cayman Islands workforce needed to meet these demands.
- Identify and analyse training and development needs and make recommendations that could be implemented to bridge these gaps.
- Identify current labour demands that need to be filled by granting of work permits.

**QUALIFICATIONS, SKILLS AND EXPERIENCE:**

The successful candidate will possess:

- Masters degree in Economics or Labour Market Research and Analysis with advanced knowledge of social science research methods, analysis, and tools including software to obtain, extract and interpret pertinent information.
- Knowledge of methodological issues and concepts related to labour market statistics, their analysis and interpretation.
- Knowledge and understanding of the vision, mandate, organization, strategic direction of the department, the economic and social contexts of the Cayman Islands.
- Knowledge of the Cayman Islands Data Protection
- Five (5) years’ experience in managing other labour market researchers, analysts, data collection staff etc.
- Ability to:
  - conduct research, analysis and interpret information to develop solutions and approaches, organize, synthesize and present complex information, including statistical data and information in tabular and graphical form, clearly, succinctly and logically.
  - manage multiple projects and competing priorities, plan activities, manage time and meet deadlines.
  - follow directions and work cooperatively and collaboratively with others in a complex environment.
  - work in a team environment.

*Note: Applicants will be subjected to rigorous background checks above what is usually required and will be expected to complete an assessment prior to being interviewed.*

Benefits will be determined in accordance with the Public Service Management Law and Personnel Regulation, Public Service Pensions Law and CINICO Health Plan as may be amended from time to time.

Please submit completed Cayman Islands Government Application Form and Résumé to below address:

Human Resources Manager
Workforce Opportunities and Residency Cayman
PO Box 1098
Grand Cayman KY1-1102
Email: Recruitment@worc.gov.ky

**DEADLINE FOR RECEIPT OF APPLICATIONS:** Wednesday, 21 October 2020
Job Description

Job Title: Manager - Labour Market Demands
Jobholder: Vacant
Reports to: Head, Labour Demands, Development and Training
Ministry: Ministry of Employment & Border Control
Department: Workforce Opportunities & Residency Cayman (WORC)
Scale: I

1. JOB PURPOSE
To support the Head of Labour Demands, Development & Training in providing leadership, developing and implementing strategic plans to assess the Cayman Islands' labour market demands, assess gaps in the Cayman Islands’ workforce relative to such demands, identify current and future labour demands that would need to be filled through work permits and to manage and oversee the Employer Accreditation Programme.

2. DIMENSIONS
1. Staff complement of approximately 5 (2 Employer Accreditation Analyst and 3 Industry Partnership Analyst).

2. Strategically assess and collect labour market data which impacts the WORC Management System that covers electronic processing for the following areas of business:
   • Work permits
   • Status and Permanent Residency Applications
   • Business Staffing Plans
   • Services to Improve Workforce Readiness
   • Employment services
   • Labour Market Information

3. Assist with preparing and administering the Section’s budget of over $7,000,000 as it relates to staffing levels and operational needs.
3. BACKGROUND INFORMATION

The government of the Cayman Islands has taken a decision to review the management of labour and development of Caymanians in the labour workforce and as a result has agreed to reorganize the two existing departments; namely the Department of Immigration and National Workforce Development Agency; into a defined organization; namely Workforce Opportunities & Residency Cayman (WORC).

Workforce Opportunities and Residency Cayman (WORC) ("the Department") will play a critical role in the economic growth of the Cayman Islands as it is charged with assessing the labour needs in the market, developing and training Caymanians for these needs, supplying the market with the labour resources required and ensuring fair employment practices are in place.
PURPOSE
To drive social and economic prosperity for Caymanians and the Cayman islands through extraordinary service and respect.

VISION
Leading the pursuit of full Caymanian employment and economic prosperity for all through service excellence.

MISSION
WORC maximizes human capital, strengthening the economy and global competitiveness of the Cayman Islands.

4. PRINCIPLE ACCOUNTABILITIES
The Manager - Labour Market Demands will be responsible for the following key accountabilities:

1. (20%) Assess and report on the Cayman Islands labour market demands.
   a. Develop industry partnerships in order to collect data for current and future labour needs.
   b. Collect labour market data which includes details of:
      i. Population;
      ii. Labour Force;
      iii. Qualification requirements
      iv. Training requirements
      v. Timelines based on need; etc.
   c. Work with the Manager, Labour Market Information Systems so as to effectively ensure that accurate data is entered into WORC Management System.
   d. Analyse labour market data.

2. (20%) Develop, manage and oversee the Employer Accreditation Programme.

3. (10%) Assess gaps in the Cayman Islands workforce needed to meet these demands.

4. (10%) Identify and analyse training & development needs and make recommendations that could be implemented to bridge these gaps.

5. (10%) Identify current labour demands that need to be filled by granting of work permits.

6. (10%) Champion the customer throughout the Section, balancing the customer needs with the business requirements and presenting a compelling case for internal change and improvement.
7. (10%) Champion the Section, ensuring that the Labour Demand Team is assessed and managed to continuously improve processes and outcomes.

8. (5%) Provide support in preparing and administering the Section’s budget including the determination of staffing levels and operational needs.

9. (5%) Work collaboratively with other colleagues within the department, Ministry and across the Public Service and undertake other duties as requested by the Head of Labour Demands, Development & Training.

5. KNOWLEDGE, EXPERIENCE & SKILLS

Knowledge

- Master’s degree in Economics or Labour Market Research and Analysis with advanced knowledge of social science research methods, analysis, and tools including software to obtain, extract and interpret pertinent information.
- Knowledge of methodological issues and concepts related to labour market statistics, their analysis and interpretation.
- Knowledge and understanding of the vision, mandate, organization, strategic direction of the department, the economic and social contexts of the Cayman Islands.

Experience

- Five (5) years’ experience in managing other labour market researchers, analysts, data collection staff etc.
- Ability to:
  - conduct research, analysis and interpret information to develop solutions and approaches.
  - organize, synthesize and present complex information, including statistical data and information in tabular and graphical form, clearly, succinctly and logically.
  - manage multiple projects and competing priorities, plan activities, manage time and meet deadlines.
  - follow directions and work cooperatively and collaboratively with others in a complex environment.
  - work in a team environment.

Skills

- Demonstrated superior computer skills and experience using a variety of software packages, including Microsoft Office Suite, spreadsheets, SPSS or SAS, and relational databases for statistical analysis and interpretation.
• Excellent oral and written communication skills
• Demonstrated group facilitation and training skills
• Excellent customer service skills and the ability to work with diverse personalities, cultures and interests

Competencies

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<th>Building Capabilities</th>
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<td>• Understands roles and responsibilities of individuals and team and how individual and team contributions impact customer service and the community;</td>
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<td>• Ensures learning and development is planned and actively managed to support organisation objectives personally motives, coaches, guides and mentors individuals and teams;</td>
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<td>• Ensures good governance, and reinforces ethical behavior and facilitates the reporting of wrongdoing;</td>
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<td>• Ensures individuals and team are competent or progressing to the required level of competence; and</td>
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<tr>
<td>• Ensures individuals and team understand their roles and why they are important to the organization and public.</td>
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<th>Delivering Results</th>
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<td>• Sets standards of quality and timeliness to meet the expectation of the community, holds employees and self accountable for their delivery, addressing performance issues as they arise;</td>
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<td>• Courage to challenge and escalate issues outside normal remit at appropriate times to solve issues in better ways;</td>
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<td>• Motivates and monitors staff to ensure standards are being met; and</td>
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<td>• Encourages staff to identify and solve problems/continuous improvement.</td>
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<th>Working Together</th>
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<td>• Develops collaborative partnerships, demonstrates and encourages openness, transparency and trust;</td>
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<td>• Promotes diversity and fair treatment for everyone. Is open, honest and polite in dealing with other people, answers questions readily and listening to the views and opinions of others;</td>
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<td>• Aligns the efforts of individuals and teams to the department vision and effectively communicates how they contribute to organizational success;</td>
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<td>• Encourage team members and stake holders to put forward ideas, views and that the merits of all are discussed without bias; and</td>
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<td>• Consistently models appropriate professional behaviours.</td>
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6. ASSIGNMENT & PLANNING OF WORK

The post holder will identify and allocate to himself/herself projects and activities within the scope of the responsibilities, as laid down in the Principle Accountabilities and under the supervisions of the Head of Labour Demands, Development &Training.
The post holder will develop an annual, quarterly and monthly activity plan for projects under his/her responsibility. Deadlines must be met with ease.

The post holder will make recommendations to improve practice on work being done with the Department.

In situations where specific deadlines are not set, the post holder is expected to use his/her own initiative to prioritise their work. The post holder is also expected to delegate to and oversee the work of section staff to ensure that all customer service and communications targets are met.

7. SUPERVISION OF OTHERS

The post holder will directly supervise and manage the performance of two to three (2-3) Industry Partnership Analysts.

8. OTHER WORKING RELATIONSHIPS

Internally, working relationships must be established with the Deputy Director – Labour Needs & Supply, Section Heads and team members in addition to other senior members of the Ministry, and the wider CIG. Externally, the post holder will be required to communicate and develop strong working relationships with private sector organizations as well as the CI Chamber of Commerce, CI Society of Human Resource Professionals and other business associations and successfully develop and maintain these relationships in order to be effective in his/her role.

9. DECISION MAKING AUTHORITY & CONTROL

The post holder will be responsible for all aspects of the Labour Market Demands Unit, working closely with the Head of labour Demands, Development & Training who is ultimately responsible for aspects of the unit.

10. PROBLEMS/KEY FEATURES

This position requires the post holder to establish and maintain effective relationships with private sector organizations whilst maintaining good governance and demonstrating ethical behaviour and transparent communications.

A key feature of this position is the ability to demonstrate and maintain the highest levels of customer service, professionalism and integrity.
11. WORKING CONDITIONS

Normal office working conditions apply. The post holder must be flexible and willing and able to work beyond normal working hours, as required, to meet deadlines and carry out the duties of the post.

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<tr>
<td>Chief Officer</td>
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