



CARIBBEAN COURT OF JUSTICE

JOB DESCRIPTION

Position Title:	SENIOR PROTOCOL & INFORMATION OFFICER
Department:	Communications & Information
Unit:	Protocol & Information
Reports Directly To:	Communications & Information Manager
Reports Indirectly To:	Registrar & Marshal
Directly Supervises:	Protocol & Information Officer, Customer Service Officer, Information Assistant

Position Objective:

To assist in the planning, directing and co-ordinating of diplomatic relations and communications between the Court, RJLSC and their various stakeholders including governments, media and the public and the provision of protocol and facilitation services for the Commissioners, President, Judges, senior managers and guests of the Court as determined by the Court's Protocol Guidelines.

Key Responsibilities and Duties:

Supervisory

- Participates in strategic planning and goal setting for the Unit in collaboration with the Communications & Information Manager.
- Oversees the work of supervised staff and provides guidance, supervision and coaching as necessary to achieve desired results; and conduct performance reviews.
- Identifies and recommends training and development needs of supervised staff and provides ongoing coaching and mentoring.
- Prepares and administers a biennial budget for the Unit.
- Conducts regular group and individual meetings with the Unit's staff to promote open communication, including timely sharing of relevant information and review of the Unit's performance, for the efficient operations of the Unit.
- Represents the CCJ at local and international fora, and on various committees, as required by the Registrar & Marshal and/or the President.

Protocol Services

- Provides advice on the observance and practice of diplomatic protocol.

- Provides in-person protocol and supervises protocol services and other arrangements for the President, Heads of Judiciaries, Judges, Commissioners of the RJLSC and Senior Court officials.
- Collaborates with the Communication & Information Manager in matters of protocol with Ministries of Foreign Affairs in CARICOM territories as required.
- Supervises and facilitates diplomatic relationships and communication with CARICOM agencies and affiliates, diplomatic missions and governments.
- Serves as the Court's liaison with Commissions, embassies, other diplomatic and government agencies on behalf of the Court and the RJLSC and their staff.
- Prepares relevant documents to guide the organization on the observance and practice of diplomatic protocol and diplomacy.
- Conducts sensitization workshops and training seminars on Court and international protocol.
- Represents the interests of non-nationals and nationals of Trinidad & Tobago in the interface with the Ministries of Foreign Affairs and National Security of Trinidad & Tobago and other agencies, such as banks, schools and other service providers of the Court and/or Commission.
- Works with the Human Resources and other Departments to ensure that all the necessary systems are in place to receive new Commissioners, Judges and staff members from countries outside of the of the Seat of the Court.

Information Management Services

- Develops, plans and executes the Court's Information plans, publications and programmes.
- Prepares and/or reviews speeches, public statements and other documents for the President, Judges and Senior Court officials.
- Recommends and implements a programme of activities to enhance the reputation of the Court with external stakeholders.
- Supervises the dissemination of information to the Court's internal and external stakeholders.
- Manages the organization and facilitation of visits to the Court based on requests and invitations.

Other

- Responds to queries from other departments, customers, stakeholders, members of the public and overseas contacts.
- Maintains acute awareness of the local, regional and international political and legal climates and events.
- Assists with the planning and co-ordination of conferences, projects and events.
- Serves on internal committees as required.
- Performs any other related duties as assigned from time to time.

Required Knowledge, Skills and Abilities:

- Excellent knowledge of the principles and practices of general, ceremonial and judicial protocol.
- Excellent knowledge of diplomacy and international relations.
- Excellent knowledge of business etiquette

- Demonstrated knowledge of the principles and practices of corporate communications and branding.
- Working knowledge of Visioning and Strategic Planning.
- Excellent interpersonal, communication (oral and written) and presentation skills.
- Excellent customer service skills.
- Sound negotiation skills.
- Demonstrated ability in the production of informational materials.
- Proficiency in the Microsoft Office suite of programmes, including Word, Excel and PowerPoint and the ability to learn new software applications.
- Ability to regularly work extended hours
- Ability to handle crises in a diplomatic and effective manner.
- Ability to build trust and credibility and establish and maintain effective working relationships with other colleagues, judicial and administrative officers, legal practitioners, representatives of government and private agencies and members of the general public throughout the CARICOM region.
- Ability to effectively implement and administer strategic and business plans.
- Ability to efficiently manage time, multi-task and function effectively in a fast paced and demanding environment.
- Ability to work in a multi-cultural, multi-ethnic environment with sensitivity and respect for diversity.
- Ability to work in a team, and demonstrate the highest level of professional integrity, respect and diplomacy for colleagues and others.
- Ability to maintain confidentiality at all times.

Internal Relations:

Liases with:

- President and Judges
- RJLSC
- Administrative support to Judges
- All Department and Unit Manager/Heads
- Projects Personnel

External Relations:

Liases with:

- Governments including State and regional agencies
- High Commissions, Embassies and Missions
- Guests of the Court including foreign dignitaries
- Media
- Schools and Institutions
- Suppliers and Contractors
- General Public

Minimum Training and Experience:

- A Bachelor's Degree in Political Sciences or Public Administration and a Post Graduate Diploma in International Relations, International Affairs, Protocol and Diplomacy or another related field.
- Verbal and written fluency in at least one foreign language - Dutch, Spanish or French.
- Six (6) years' experience at a supervisory position in international relations, foreign service or diplomatic environment, preferably in the judiciary.
- A Master's Degree in a related field would be an asset.
- Project Management Certification would be an asset.

SALARY: US\$3,420 (Free of Taxes)