

NATIONAL INSURANCE SCHEME

SENIOR MANAGEMENT POSITION DESCRIPTION

POSITION TITLE:	Manager, Research and Information Systems	AGREED TO BY:
REPORTS TO:	General Manager	APPROVED BY:
DIVISION:	Research and Information Systems
DEPARTMENT:		DATE EFFECTIVE:
SECTION:	

DESCRIPTION

1. ACCOUNTABILITY OBJECTIVE:

Responsible for organising and controlling the activities of the Division including the development of new or improved technical processes and the utilisation of computer resources and statistical methods. Also participates in research and development work with the Actuary as it relates to forecasting and policy formulation for the National Insurance Scheme.

Ensures that the accountability benchmarks as set out by the Board of Directors of the National Insurance Scheme are achieved at all times.

11. NATURE OF THE POSITION:

A. CHARACTERISTICS OF THE POSITION

The Manager, Research and Information System is mainly responsible for the development of new or improved processes, the utilisation of computers in terms of both hardware and software (including the development of software packages within the National Insurance Scheme), the cataloging of data and the resolving of specific problems so as to increase productivity and efficiency of the existing system.

This incumbent also has direct responsibility of the Research and Planning Department as it relates to the collection and analysis of data pertaining to the various aspects of the Scheme's operations.

The responsibility for conducting statistical surveys, evaluating, analysing and interpreting data using appropriate statistical methods falls within the ambit of this Division.

The Computer Operations area consisting of personnel with the responsibility for conducting logical analysis of management problems and the formulation of mathematical models of each problem for programming and solution by computer is also monitored by this position.

This incumbent has the responsibility for the overall functioning of the Records Section as it relates to the security and accurate tabulation of contribution records.

The incumbent manages the activities of the Data Entry Section as it relates to the entering and verifying of records.

Reviewing of situations requiring decisions such as making choices among approaches that can be taken in the solution of problems while considering and monitoring cost without diminishing the effectiveness of recommendations or results in relation to inputs is also undertaken by this position.

The incumbent ensures that the Division does not operate in a vacuum by encouraging its collaboration with research and social security agencies locally and abroad.

The incumbent further, has the responsibility for monitoring the activities of the National Insurance Scheme at a macro-level in an effort to determine whether targets set actuarially and administratively are being met as well as for making recommendations where necessary to improve specific areas of dissatisfaction.

Overseeing the effective utilizing of electronic computers and other electronic aids in problem solving is also vested in this position.

B. SCOPE OF THE DIVISION/DEPARTMENT

The Manager, Research and Information Systems has a regular reporting relationship with the General Manager for the purpose of discussing policies, statistical and budgetary reports.

The incumbent is expected to relate frequently with the Heads of all Division/Departments and other operating areas for the purpose of gathering data; discussing systems problems and the feasibility of recommended solutions as well as to ensure that the critical areas of operations in the National Insurance Scheme are functioning within the ambit of the Act, General Policies and Practices.

This position is responsible for the completion of annual reports on the operations of the Scheme on or before April 30 of every year for presentation to Parliament; representing the organisation in negotiations, the incumbent deciding on the type and form of information to be given out; and for providing explanations for actuarial reviews in keeping with the conventions of the International Labour Organisation.

The incumbent is involved in evaluating implemented proposals based on operation – research analyses and in developing or applying methods such as Programme Evaluation and Review Techniques to test and control the activities of the Scheme and for examining the workings of the Organisation and devising or documenting systems to be adhered to in order to establish the smooth flow of work between the various Divisions/Departments/Sections.

The verification of computer printouts showing the level of non-compliance of employers or overpayment falls within the ambit of this position.

C. PRINCIPAL ORGANISATIONAL RELATIONSHIPS

The incumbent relates to the following areas internally and externally in carrying out the following responsibilities:

AREA	PURPOSE
ALL DEPARTMENTS/ DIVISIONAL HEADS	Discussing data management requirements and strategies and systems problems.
GENERAL MANAGER	Discussing policy approaches with respect to computer utilisation and data management.
ACTUARY	Providing and analysing data necessary for the evaluation of the Scheme.
INTERNATIONAL ORGAN- ISATIONS E.G. ILO AND SOCIAL SECURITY SCHEMES.	Sharing ideas with respect to plans, programmes and others common concerns.

D. PERSONNEL SUPERVISED BY THIS POSITION INCLUDE

DIRECTLY

INDIRECTLY

Manager, Computer Operations -

Network Administrator
Systems Analyst
Computer Programmer
Computer Technician
Data Processing Operators
Computer Maintenance Serviceman
Generator Operator
Stenographer

Manager, Research and Planning -

Statistical Supervisor
Statistical Clerks
Stenographer

Data Entry and Verification Officer -

Data Entry Supervisors
Electronic Data Operators
Data Verifiers
Data Entry Clerks

Records Officer -

Records Supervisors
Head Clerks
Clerical Officer II
Binder Room Attendants
Scanning Officers
Clerical Officer I
Stenographer
Handyman

Supervisor (Caricom Social Security Agreement Desk)

Librarian

DIRECTLY

Research Assistant

Secretary -

INDIRECTLY

Stenographer

Office Assistant

Driver /Mechanic

Cleaner

E. EQUIPMENT CONTROLLED BY THIS POSITION

Equipment controlled by this position are used by incumbent as well as by subordinates for the main purpose of storing and processing data necessary for the operation of the **National Insurance Scheme**. These include:

HARDWARE

- Alpha Server
- Computer Systems
- UPS
- Network Equipment (Routers, Switches and Modems)
- Printers (HP LaserJet, HP DeskJet, Cannon, ERSON – LQ1070 & LQ590)

SOFTWARE

- NIMS
- Open VMS
- Power House
- Smart Term
- Microsoft Office
- Windows Server 2003
- Windows XP/2000/Vista/7
- Network Software (Solar Winds, etc.)
- Applications developed in house

III. **PRINCIPAL ACTIVITIES TO ATTAIN ACCOUNTABILITY OBJECTIVES:**

ENSURES that data for carrying out actuarial reviews of the **National Insurance Scheme** are collected and compiled annually, as well as assists the Actuary with the analysis of data in making projections. Consults with the General Manager/Division/Department and other Heads on matters relevant to research planning and policy formation as it affects the **National Insurance Scheme**.

PLANS and controls the development of new or improved technical processes and the utilisation of computer resources and statistical methods for the solution of specific problems and increased productivity.

PLANS, organises and controls through subordinates, production activities of the Division, ensuring the efficient use of equipment, materials and personnel and participates in the formulation of production programmes, including time and cost estimates, materials and personnel requirements.

REVIEWS situations requiring decisions such as making choices among various proposals to ensure cost effectiveness of recommendations or effective results in relation to inputs.

MAKES decisions regarding the storage of data, equipment maintenance and recommendations for placement of equipment.

CONDUCTS logical analyses of management problems and formulates mathematical model of each problem for programming and solution by computer.

DEVELOPS operating methods to process data such as devising wiring diagrams for peripheral equipment control panels and making minor changes in standardised programmes or routine to modify output content or format.

EVALUATES the methods and progress of current investigations and the significance of results.

MONITORS activities of the Organisation to determine whether targets set actuarially and administratively are met and makes recommendations to the General Manager as to what course of action to pursue.

DEVISES procedures for reporting production results as well as reports on production plans and reports to the General Manager as required.

COMPLETES the preparation of annual reports of the National Insurance Board on or before the 30th day of April each year for presentation to Parliament.

PREPARES papers requested from time to time on various aspects of Social Security in Guyana for presentation to inter-regional and internal conferences and also for the International Social Security Organisation and the International Labour Organisation.

ESTABLISHES and maintains harmonious relationships with the Research Sections in various organisations in Guyana and also those Social Security Schemes in the Caribbean so as to facilitate meaningful information flow among local organisations and sister Caribbean Schemes.

ANALYSES production trends and reviews new applications under development and projects that impact on the production resources.

RESPONDS to Board decisions regarding any area of work within the ambits of the Division in a timely manner and provide updates or reports within the time limit specified.

ENSURES that reports regarding ongoing activities and projects within the Division are reported on, either on a monthly or quarterly basis or as specified by the Board of Directors.

COMPLETES the Annual Confidential Reports (ARC) for staff within the Division when received from the Administration within the specified deadline.

MAKES recommendation to the Administration for disciplinary action to be taken against staff members within the Division who are in breach of the code of conduct and ethics of the organization.

MONITORS the care and protection of all assets assigned to the Division, as well as prepares and maintains a quarterly inventory of these assets.

ADHERES to the code of conduct and ethics of the organization at all times.

ENSURES that targets as it relates to the processing of registration applications, uploading of contributions, updating of computer tables, printing at Local Offices, repairs and maintenance of computers and monthly reports on benefits are achieved within the deadlines as set by the Management and Board of Directors.

IV. **BACKGROUND**

The minimum background requirement of candidates for this position in the context of the National Insurance Scheme's situation is:

a) **MINIMUM EDUCATION:**

Post graduate Degree in Economics or Statistics, plus training in Computer Science, along with five (5) years experience in a related field.

OR

A Degree in Economics /Statistics /Management plus at least ten (10) years experience in a related field.