

Terms of Reference

BPO Scholarship & Internship Programme 2018

Location: BPIAJ Contact Center Incubator (Montego Bay Free Zone)
Type of Contract: Internship
Post Level: Intern, Administration and Membership
Term: 10 months
Starting Date: Monday, October 1st, 2018

Background

Jamaica's BPO industry comprises approximately 55 firms and accounts for nearly 26,000 full time jobs. Sector analysts conservatively estimate that Jamaica's ICT/BPO sector will continue to grow at a compounded annual rate of 20% over the next 3 years and will maintain its competitive in the Caribbean, Latin American (CLA) market. The Jamaican BPO market is approximately US\$450 million, and global industry watchers have all said that Jamaica is well positioned to address the growing needs of the near-shore market business.

The local BPO sector presents the greatest opportunity to create jobs in the shortest possible time; jobs which will in turn increase the multiplied effect in the economy. The Government of Jamaica has identify the sector as a priority area that resources will be mobilized to attract more investments over the next 2-3 years with the hope of doubling the number of jobs. The BPIAJ was launched in September 2012 with the core purpose of promoting the development and growth of the local BPO sector.

The BPIAJ's main focus and major objectives includes:

- Address the needs and interest of its members.
- Promote research and development for the expansion and establishment of a sustainable BPO industry.
- Partner with the Government of Jamaica in developing policies and legislation [for key sectoral matters].
- Develop the local workforce to meet the needs of business.
- Encourage and facilitate members to uphold superior quality and service delivery standards.
- Work with Stakeholders (Public and Private) to develop a framework for the investment and improvement of ICT real estate and infrastructure.
- Assist in marketing the capabilities of the Jamaican BPO industry nationally, regionally and internationally through networks of associations.
- Gather and disseminate market intelligence to members and potential investors.
- Lead and manage the establishment and growth of the contact centre incubator, as a self-sustaining service for new and growing ICT/BPO businesses

About the Scholarship & Internship

The BPIAJ is a dynamic member-oriented organization that provides a robust Internship Programme to diverse, adaptable, well-rounded, strategic thinkers and problem-solvers who are committed to exploring and experiencing a development opportunity. The mission of the BPO Internship Programme is to provide a stimulating and rewarding

training experience for students who are passionate about obtaining valuable experience that contributes to educational and professional growth.

The BPO Internship Programme offers eligible students the opportunity to acquire direct practical experience in the BPIAJ's work. BPIAJ is active in various functional areas related to its mandate, which can be categorized in four main pillars: Advocacy and Representation; Membership Engagement, Workforce Development and Industry Promotions.

During your internship at the BPIAJ, you will have an opportunity to participate in a variety of activities, including Forums, meetings & seminars; educating the public about the BPO industry and in general, supporting the efficiency of the Association. The experience Intern gained at the BPIAJ can be applied in any future employment endeavor, including those in any BPIAJ.

The Intern will work under the supervision of the Association Manager at the BPIAJ Contact Center Incubator on the Montego Bay Free Zone.

Duties & Responsibilities

The primary responsibilities of the Intern will include, but not limited to:

General Office Assistance

- Provide general administrative support for the Secretariat including general filing
- Demonstrated analytical skills, including the ability to assemble information, extract pertinent facts, draw logical conclusions and present recommendations
- Create and maintain databases for events and membership

Event/Meeting Management Support

- Assist with coordinating logistics for events
- Assist with the preparation of industry briefs, presentations and reports

Research & Social Media Management Support

- Manages the BPIAJ's Social Media platform and aid with the updating of the BPIAJ's website

Perform related duties as assigned.

Skills and Experience Needed

- Be enrolled in an associate or undergraduate degree programme and must have completed at least one year of studies. (You must be currently enrolled, at least part-time, in an academic institution for eligibility)
- Have excellent academic performance as demonstrated by recent university or institution records.
- Excellent written, verbal communication and interpersonal skills
- Ability to work on multiple projects simultaneously
- Ability to take initiative and be a self-starter
- Strong attention to detail and organizational skills
- A high degree of initiative, flexibility and resourcefulness with a drive for efficiency and results
- Proficiency with MS Excel, Word, Access, Project

Experience Gained/Learning Elements

- Upon completion of the internship, the intern will have strengthened his/her capacities to understand the BPO industry
- Understand how industry association, private sector partnerships are built, strengthened and maintained
- Understand the drivers of corporate sustainability and partnerships for cluster development
- Develop communication tools and messages for an industry body
- Strengthen technical expertise in the following areas: office administration, client engagement and events coordination

Terms and Compensation

The BPIAJ will contribute maximum of \$100,000.00 to selected intern's tuition cost for the year of scholarship receipt as well as contribute a quarterly stipend.

Service as an Intern is not creditable any employee benefits.

Internship Duration

The internship is expected to begin on Monday, October 1st, 2018 and last for a period of 10 months. The role is part time; the selected intern is therefore expected to work 20 hours per week. The Intern is expected to complete at minimum twelve (12) hours per week onsite (in office).

How to Apply/Application Criteria

Interested applicants should submit

1. Completed application form
2. One copy of your official Academic transcript
3. One copy of your resume
4. 2 Recommendation Letters
5. Essay of motivation outlining your career goals and the benefits you hope to gain from successfully completing your education and participating in this internship (1500 words maximum).

Documents should be sent to the BPIAJ Secretariat at info@bpiaj.org indicating "BPO Internship Programme" in the subject of the email or hand delivered to:

Attn: BPIAJ Secretariat – "BPO Scholarship Programme"
 BPIAJ Contact Center Incubator
 Data Building #4, Montego Bay Free Zone
 1 Mangrove Way, St James

Internship Application Deadline

The deadline for application is **Friday, August 31st, 2018**

Interviews & Announcements: The shortlisted candidates will be interviewed during the week of September 17th – 21st.



Business Process Industry Association of Jamaica BPO Scholarship & Internship Programme

APPLICATION FORM 2018

Eligibility: students must meet these criteria to be initial. Please initial each element.

1. _____ I confirm that I am enrolled in a college/university
2. _____ I have completed at least one year of studies
3. _____ I agree with the proposed terms of reference for the scholarship and internship programme
4. _____ If selected for the Scholarship & Internship programme, I will be able to work for maximum 20 hours per week with a minimum of 12 hours in office weekly.

This application form and all other required documentation must be received by August 31st. Application information can be emailed to info@bpiaj.org or delivered to the BPIAJ's office located at Montego Bay Free Zone, St James (see details below).

Note: you will be contacted only if the BPIAJ wishes to pursue this application.

Please type your answers.	
1.	Last Name: _____ First Name: _____
2.	Mailing Address Street: _____ City: _____ Parish: _____
3.	Telephone Number: () _____ Email Address: _____
4.	Date of Birth: Month Day Year Gender: _____
5.	Grade Point Average (GPA): _____ (On a 4.0 scale) Attach proof of GPA. Your most recent school transcript is required.
6.	Value of 2017/8 Tuition: _____
7.	Name and location of College/University attending: _____

8.	What programme of study are you enrolled in?									
9.	<p>A. List any academic honors and awards received to date.</p> <p>B. List your hobbies, outside interests, extracurricular activities and school related volunteer activities:</p> <p>C. List your non-school volunteer activities in the community:</p>									
10.	<p>Employment: Please describe any previous practical experience you may have had.</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>									
11.	<p>Why should you be selected for this program?</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>									
12.	<p>References: Please list three persons not related to you, who are familiar with your character and qualifications:</p> <table border="1" data-bbox="215 1465 1511 1717"> <thead> <tr> <th data-bbox="215 1465 647 1507">Full Name and Title</th> <th data-bbox="647 1465 1079 1507">Address</th> <th data-bbox="1079 1465 1511 1507">Business or Occupation</th> </tr> </thead> <tbody> <tr> <td data-bbox="215 1507 647 1612"></td> <td data-bbox="647 1507 1079 1612"></td> <td data-bbox="1079 1507 1511 1612"></td> </tr> <tr> <td data-bbox="215 1612 647 1717"></td> <td data-bbox="647 1612 1079 1717"></td> <td data-bbox="1079 1612 1511 1717"></td> </tr> </tbody> </table>	Full Name and Title	Address	Business or Occupation						
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STATEMENT OF ACCURACY FOR STUDENTS

I hereby affirm that all the above stated information provided by me is true and correct to the best of my knowledge. I also consent that if chosen as a scholarship winner my picture may be taken and used to promote the BPIAJ and the BPO industry.

I hereby understand that if chosen as the scholarship and internship winner, according to BPIAJ Scholarship policy, it is my responsibility to remit to the BPIAJ the appropriate information for my scholarship to be paid directly to my educational institution.

I hereby understand I will not submit this application without all required attachments and supporting information. Incomplete applications or applications that do not meet eligibility criteria will not be considered for this scholarship.

Signature of scholarship applicant: _____ **Date:** _____

For official use only:

Checklist

- ___ Application Form
- ___ Academic Transcript
- ___ Resume
- ___ Recommendation Letters
- ___ Essay

MAIL COMPLETE APPLICATION PACKAGE TO THE BPIAJ
BPIAJ Secretariat "BPO Scholarship & Internship Programme"
c/o Data Building #4, 1 Mangrove Way, Montego Bay Free Zone
Montego Bay, St James

REMINDER:

The deadline for this application to be received by the BPIAJ's Office is:
Friday, August 31st, 2018 @ 4:00pm. NO EXCEPTIONS!

For more information: (876) 619-1713 | info@bpiaj.org