

**HONOURABLE DEPUTY GOVERNOR**

**STATEMENT ON THE ACHIEVEMENT OF HR AWARDS BY POCS  
17 OCTOBER 2025**

Mister Speaker, I rise today with immense pride to inform this Honourable House that, on the evening of Friday, 10 October, the Portfolio of the Civil Service was honoured with not one, but two prestigious awards at the Cayman Islands Society for Human Resource Professionals' 25th Anniversary Awards Gala. Mr Speaker I wish to emphasize that these awards are judged and given by a private sector organization.

The first of these accolades – the Beacon Award for Talent Development – was awarded to the Civil Service College, in recognition of its outstanding contributions to leadership and professional development, and career progression within the Civil Service.

Mister Speaker, I must underscore the significance of this achievement. The Civil Service College, though modest in size, competed against some prominent and well-resourced organisations in the private sector – organizations known for delivering exemplary training and development opportunities for Caymanians. Yet, the College distinguished itself through the quality, impact, and innovation of its programmes, demonstrating how vision, commitment, and execution can make a difference, as well as highlighting the power of investing wisely in learning and development to transform performance, upskill civil servants and prepare employees for career progression.

As you know, Mister Speaker, I do not believe in silent victories. I believe in celebrating the achievements of our Civil Service, and I ask for your indulgence as I do so now. While many Honourable Members are already familiar with the impressive offerings of the Civil Service College, I take

this opportunity to remind both this House and the listening public of the programmes that earned the College this well-deserved recognition.

The Civil Service College is dedicated to building capability across the Civil Service. Its learning and development initiatives are aligned with our core competency of “building capability,” and serve two critical purposes:

1. Equipping civil servants with the knowledge and skills required to perform their roles effectively, especially as those roles evolve in response to emerging challenges; and
2. Supporting continuous professional development and expanding access to opportunities for career advancement.

To this end, the College offers, at no cost to civil servants:

- Leadership development courses, including ILM Levels 2, 3, 5, and 7;
- Formal education support, including scholarships for Caymanian civil servants pursuing tertiary studies up to the Masters Degree level;
- Core Competency Learning Pathways tailored for individual contributors, managers, and strategic leaders;
- Mandatory and compliance training, such as Anti-Bullying, Harassment and Discrimination training, and Cybersecurity training; and
- A range of other targeted training programmes.

Mister Speaker, in 2024 alone, the Civil Service College achieved the following noteworthy outcomes:

- Over 200 civil servants earned internationally recognised City & Guilds ILM qualifications in leadership and management, from Level 2 to Level 7;

- 23 civil servants completed the newly redeveloped Foundational Business Communication Programme, which attained “assured status” from City & Guilds;
- 24 civil servants completed the City & Guilds Level 4 Diploma in Business and Professional Administration, paving the way for further academic advancement;
- The launch of the CSC Scholarship Programme, which provided financial support and internal guidance to seven Caymanian civil servants pursuing studies up to the Master’s level;
- A successful pilot of the ILM Level 3 Certificate in Effective Coaching, with all participants achieving certification;
- The launch of CSC Online, a new Learning Management System that enhances access to quality learning, improves reporting, and provides valuable insights into future skill development needs; and
- Over 6,500 hours of independent learning were logged on LinkedIn Learning, resulting in the completion of more than 5,000 courses aligned with our core competencies.

The Civil Service College’s impact is also being recognised on the world stage. Partners from LinkedIn Learning, a global leader in professional learning and development, described the Civil Service College’s work as “groundbreaking,” noting that the Civil Service has achieved activation rates that are 17 percentage points higher than global benchmarks. This international recognition underscores the strength of our learning culture and the commitment of our people.

Mister Speaker, I could speak at length about the remarkable work of the Civil Service College, but I am mindful of the House’s schedule. Suffice it to say, their recognition as leaders in talent development is both well-earned and well-deserved.

Therefore, I respectfully ask this Honourable House to join me in congratulating the Civil Service College on receiving the Cayman Islands Society for Human Resource Professionals' Beacon Award for Talent Development. Their achievement is a testament to the strength, dedication, and excellence of our Civil Service.

Mister Speaker, the second accolade awarded on Friday evening does not pertain to a Civil Service entity, but rather to an exceptional Civil Service leader. And, Mister Speaker, not just any leader, but one who exemplifies the values of our Civil Service, inspires her team and colleagues across the organisation, leads with integrity, champions our core competencies, and serves as a visionary architect for change. She is a distinguished figure in the fields of Human Resources and Public Sector Reform, and a steadfast source of support to me in my role as Deputy Governor.

It is therefore with immense pride, though not the slightest bit of surprise, that I announce that the Pinnacle Award for HR Leadership was presented to Chief Officer Gloria McField-Nixon. Gloria was nominated alongside accomplished HR professionals from across the private sector. Mister Speaker, I will admit my bias when it comes to Gloria, her victory was, in my view, inevitable. The other nominees are undoubtedly talented, but they are not Gloria, and I am appreciative that the HR Society recognised this too!

As Honourable Members will know, Mrs. McField-Nixon serves as the Chief Officer of the Portfolio of the Civil Service, where she provides strategic leadership in human resources policy, public sector reform, and corporate governance. A key aspect of her role is to support the Deputy Governor, a responsibility she has fulfilled with distinction since I assumed office in 2012.

Over the past nearly 14 years, I have been consistently and expertly supported by Mrs. McField-Nixon. I can personally attest to the accuracy, depth, and reliability of the HR advice and leadership she provides – not only to me, but to the wider Civil Service.

Under her leadership, PoCS has delivered transformative initiatives that have strengthened governance and improved public service delivery. These include:

- The establishment of the Parliament Management Commission as an autonomous body;
- The implementation of the Civil Service's 5-Year Strategic Plan, which, as an example, has resulted in over 1 million customer responses and an average customer satisfaction rating exceeding 90%;
- The consistent delivery of Annual Employee Engagement Surveys, with an impressive 85% participation rate in 2024 and an engagement score of 73%;
- The launch of the 2024 – 2026 Strategic Plan, furthering our commitment to continuous improvement;
- The modernisation of HR systems through the implementation of my-VISTA, our new HR management platform;
- The enhancement of family-friendly policies, including updates to maternity and paternity leave provisions; and, most recently
- The launch of the Succession Planning pilot programme for the HR community.

These are but a few examples of the impactful work delivered under her stewardship.

Beyond her formal responsibilities, Mrs. McField-Nixon is a gifted public speaker, a mentor to many, and a source of inspiration to countless civil servants, many of whom have risen to senior roles thanks to her guidance.

She is a transformational and authentic leader, and a beacon within Cayman's HR community.

Mister Speaker, I love my role as Deputy Governor, and a significant reason for that is the privilege of working alongside many talented civil servants including this remarkable HR leader. Gloria fulfills the CIG's purpose every day by making my life, and the lives of those she serves, better.

With that said, I respectfully ask this Honourable House to join me in congratulating Chief Officer Gloria McField-Nixon on receiving the Pinnacle Award for HR Leadership. This award is a testament to her expertise, her unwavering commitment to excellence, and her profound impact on the Civil Service and the Cayman Islands Government.

Thank you, Mister Speaker.