



**OMBUDSMAN COMMISSION
OF PAPUA NEW GUINEA**

JOB DESCRIPTION

1. IDENTIFICATION

OMBUDSMAN COMMISSION	SEQUENCE NO: 174	POSITION NO: LSP26
DESIGNATION/CLASSIFICATION	Senior Investigator , Contract “C” – Grade 10	
DIVISION: Leadership	LOCAL DESIGNATION: Head Office – Port Moresby	
UNIT: Team Four (4)	REPORTING TO: Team Leader	POSITION NO: LSP25
HIGHEST SUBORDINATE: Investigator Investigator Investigator Investigator	POSITION NO: LSP28 LSP29 LSP30 LSP31	

HISTORY OF POSITION

POSITION REF	DATE OF VARIATION	DETAILS
LSP26	MoC Meeting # M5 – 2024 dated 23.05.2024	As a result of restructure

2. PURPOSE

The Senior Investigator conducts investigations into complaints and alleged breaches of the Leadership Code, in accordance with the Constitution, relevant Organic Laws and enabling Acts. Senior Investigator works within the parameters set down in the Commission's determinations, policies, guidelines and instructions, set from time to time.

3. ACCOUNTABILITIES

- Ensures delegated functions and powers are exercised in accordance with the appropriate sections of the Constitution, relevant Organic Laws and other enabling Acts.
- Ensures that efficient management of case load is achieved and sustained and in particular, that all legal requirements are complied with and the practice guidelines in the Standard Operating Procedure (SOP) are followed.
- Promote and demonstrate effective teamwork in the workplace.
- Support the Team and Division with recommendations on strategies on operational matters for the Division.
- Maintain good leadership and proactive approach to investigation cases.
- Take all necessary steps in achieving all operational targets and performance criteria contained in the Ombudsplan.

- Contribute to the production of the Ombudsplan and the Annual Report as required by the Team Leader and/or Director.
- Effective communication with external clients must be maintained.
- Provide some support and supervision to subordinates.

4. MAJOR DUTIES

- Develop and maintain a close working relationship with the Team Leader and Director Leadership and report to him/her on the status and progress of investigations and other activities as required by the Team Leader and/or Director from time to time.
- Work with the Director and Team Leader within the SOP guidelines and produce investigation reports in a timely manner.
- Develop and provide recommendations to the Team Leader on strategic, tactical and operational matters for the Division consistent with the requirements of the Strategic Plan, Ombudsplan and the SOP guidelines issued by the Commission from time to time.
- Assist in promoting strong leadership and work culture in the Division and develop a good approach to the solution of difficult and complex issues.
- Maintain effective communication or contact with complainants and other external parties through the course of the investigation and other operational activities under the Team and Division.
- Manage and report on backlogs of cases, seeking approval of extension of time to complete the backlogs.
- Strict compliance with the Standard Operating Procedures (SOP) and work within the guidelines.
- Ensure to submit eighteen (18) submissions in a year for consideration in the Commission monthly Constitutional matters meetings.
- Ensure to produce three (3) draft Right to Be Heard annually.
- Assisting Investigators in their investigation work.
- Ensure Investigation Plans are undertaken during the investigation process to guide the investigations and ensuring timely completion of cases.
- Carry out other official duties as required.

5. NATURE AND SCOPE

The Senior Investigator reports to Team Leader on assigned Leadership case investigations.

5.1 WORKING RELATIONSHIP

(a) Internal

- Senior Investigator reports to the Team Leader on administrative and investigation matters.
- Maintain good working relationship with team members and other officers of the Commission.

(b) External

- Assist to establish and maintain good working relationship with the government departments and agencies and relevant stakeholders on leadership matters.

5.2 WORK ENVIRONMENT

The nature of the work that the Senior Investigator performs is a technical position as it deals with analysing of issues, identifying breaches and carry out Leadership investigations.

6. QUALIFICATIONS, EXPERIENCES AND SKILLS

- Qualifications** – Bachelor Degree in Accounting, Commerce, Economics, Banking & Finance, Strategic Management or related fields.
- Knowledge** – Sound understanding of methods and approaches of doing critical analysis on issues and complaints handling and resolutions.
- Skills** – Interpersonal, negotiation, interview, reporting writing, verbal and written communication skills with a good understanding of computer applications is essential.
- Work Experience** – Minimum of 5 years of experience in a related work which the last three years should be working in a similar field with leadership and team building experience



RICHARD PAGEN
CHIEF OMBUDSMAN

Date: 01/08/25



TABITHA SUWAE
OMBUDSMAN

Date: 04/08/25



KEVIN KEPORE
ACTING OMBUDSMAN

Date: 04/08/2025