



**OMBUDSMAN COMMISSION
OF PAPUA NEW GUINEA**

JOB DESCRIPTION

1. IDENTIFICATION

OMBUDSMAN COMMISSION	SEQUENCE. NO: 246	POSITION. NO: RER22
DESIGNATION/CLASSIFICATION:	Senior Investigator-HRO Western-End, CAT "C", Grade 10	
DIVISION: Regions & External Relations	LOCAL DESIGNATION: Highlands Regional Office, Western-End, Wabag	
BRANCH/UNIT: Highlands Regional Office, Western-End	REPORTING TO: Regional Manager-HRO, Western-End	POSITION NO: RER21
HIGHEST SUBORDINATE Investigator Investigator Investigator Investigator	POSITION NO: RER24 RER25 RER26 RER27	

HISTORY OF POSITION

POSITION REF.	DATE OF VARIATION	DETAILS
RER48	OC Decision No: M5-2024 of 23.05.24	As a result of restructure

2. PURPOSE

The Senior Investigator at the Highlands Regional Office conducts administrative and human rights investigations into complaints and do preliminary inquire into alleged breaches of the Leadership Code and refer to Leadership through DRERD and partners with governmental bodies as mandated by the *Constitution* and the Organic Law on the Ombudsman Commission and the Organic Law on the Duties & Responsibilities of Leadership. Senior investigator works to achieve the Ombudsman Commission's determinations, policies, guidelines and instructions set from time to time.

3. ACCOUNTABILITIES

- Provide the quality control for work being produced by the team by assisting junior officers by vetting their work.
- Assist Regional Manager achieve the objectives of the Regional Office.
- Assist Regional Manager in monitoring the expenditure of allocated funds.
- Remedial action in respect of measures required to meet targets and performance criteria.
- Day-to-day operational decisions in respect of investigations and the work within the team.
- Writing reports, including Case Assessment Reports, Case Summaries, Preliminary and Final Reports and other investigative reports.
- Assist Regional Manager conduct jail and cell, juvenile centres visits and inspections
- Assist Regional Manager Conduct human rights awareness and trainings.
- Assisting Regional Manager and Director contribute to Annual reports and State Report on United Nation Conventions and other related reports.
- Attend meetings and workshops with other stakeholders on issues concerning human rights.

- Assist the Regional Manager and Director with other Commission sanctioned activities.
- Assisting Investigators in their investigation work.
- New Case allocated is assessed, and a skeleton preliminary investigation report drafted together with the Investigation Plan on the first day. On 14 days, the finalised PI report, the investigation plan and the draft OLOC Section 17(1) Notice with inclusive or exclusive of OLOC Section 18(1) Notice is submitted to RM.
- Ensure to register many admin complaint and OI cases as possible as per Ombudsplan
- Ensure all PI cases under senior investigator's carriage are either closed by preparing a Summary for closure or recommend for further Investigation accompanied by an Investigation Plan to escalate to Full Investigation in a timely manner as per SOP timeline.
- Ensure case life cycle is changed in the CMS from assessment to PI for RM's approval.
- To bring cases for case review to the RM, once every week.
- Ensure that the "Outcome Base" cases are investigated within a minimum of six months and maximum of twenty-four months (subject to SOP).
- Ensure that the "Report Base cases are investigated within a minimum of three months and maximum of six months (subject to SOP).
- Shall make three times (X3) extension of time in all "Report Base" cases. On the fourth extension submission, it is deemed to be closed unless a public interest subject.
- Ensure that the traction of the case(s) rest on him/her alone. Consult if help is needed.
- Ensure to recognise and implement the SOP within each individual depending on the nature of the case (outcome or report base).
- Ensure that records in all cases are digitized; and hardcopies maintained and folioed.
- Ensure that "*1.5 X Submission relating to matters under your investigations*" in every Commission's monthly meetings on the Constitutional matter held in the Head Office.
- Ensure that 3 X "Provisional Report" completed and finalised annually
- Ensure to remind your Director and Regional Manager that a "Case File" is created within the day after the Commission meeting where Commission's Decision instructing the Office of Counsel to finalise the "Provisional Report".
- Liaise with Office of Counsel to monitor the progress of OLOC Reports undergoing Provisional Reports, Prima Facies and Final Report writing which were investigated by you.
- Ensure to produce the "Summary for Publication" after five days from the date Commission Decision is made.
- Ensure that a "Summary for Closure" report is produced and up-loaded onto the CMS Reference Folder within 14 days from the day of the Commission Decision.
- Stand ready to be deployed on matters the Commission decides as and when needed.
- To update MOC Decision Implementation Monitors on the Senior Investigators cases being brought to MOC for decision.

4. MAJOR DUTIES

- Assessment of all complex cases within 10 days of allocation by Regional Manager;
- Ensure a SMART Investigation Plan is developed, approved and implemented for Preliminary Investigations;
- Complete Preliminary Investigations with recommendations within 60 days of approval;
- Ensure a SMART Investigation Plan is developed, approved and implemented for Full Investigations;

- Ensure Sections 17 (1), 18 (1), 18 (3) and 36 are approved, signed and appropriately served on governmental bodies, persons of interest and relevant parties within reasonable time;
- Ensure all evidentiary materials including documents, records of interviews, witness statements, electronic and digital material are collated and safely stored;
- Complete Full Investigations with recommendations within 120 days of approval;
- Liaise with Director Regions & External Relations and Office of Counsel for legal vetting and clearance of Provisional Report within 20 days
- Ensure copies of Provisional Reports are served on relevant governmental bodies and persons of interest and they are afforded an opportunity to comment on adverse findings against them within 10 days.
- Complete analysis of responses from agencies and persons of interest and complete Final Report within 10 days;
- Submit Final Report for consideration by Members of the Commission within 10 days of legal clearance.
- Liaise with printing company for the printing of the final report.
- Arrange for the presentation of the final report to the Speaker of Parliament for tabling and distribution to concerned governmental bodies, Ministers and persons.
- 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.
- 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.
- Perform any other tasks instructed by the Regional Manager.

5. NATURE AND SCOPE

The Senior Investigator in the Highlands Regional Office investigates Administrative and Human Rights complaints covering the whole Highlands Region. The position also ensures the public is educated on the work of the Commission and its services as well as work in partnership with relevant stakeholders for the benefit of the people of PNG.

5.1 WORKING RELATIONSHIP

(a) Internal

- Ensure to maintain good working relationship with the regional office team, head office officers, supervisors and MOC.

(b) External

- Maintain good working relationships with Government Bodies (GBs), Liaison officers when referring complaints, public through PEP & outreach programs, Partners (international & domestic) for networking and funding support, service providers when organising trips and Complainants through investigation.

5.2 WORK ENVIRONMENT

The senior investigator is a specialist position in the Highlands Regional Office that specialises in administrative and human rights investigation. The position also conducts PEP activities making OC services available to the public.

6. QUALIFICATIONS, EXPERIENCES AND SKILLS

(a) Qualifications

- Bachelor's Degree in Law, Accounting or related field, Public Administration, Management and Business or an equivalent field is necessary together with at least five years of experience in a related work.
- Proven record of leadership and team building experience, and good writing and communication skills, are necessary.
- A good understanding of computer applications is essential.
- Be of integrity, independence of mind, neutrality and of high moral standards.

(b) Knowledge

- Fair understanding of the Ombudsman Commission roles and functions,
- Knowledge of GBs processes and procedures and legislations
- Principles/processes of investigation

(c) Skills

- High-level investigative and analytical abilities.
- Ability to complete quality work in a timely manner.
- High level of interpersonal, negotiation, interview and communication (written and oral) skills.
- High-level skills in tactical and strategic planning in areas of investigations and related activities.
- High quality reporting and writing skills.
- Good editing skills to vet or review work given to them.
- Computer literate

(d) Work Experience


- Extensive experience in investigation and conflict resolution
- Extensive experience in planning and management
- Occupied leadership and supervision roles in previous jobs
- Possess the capacity to make rational and realistic decisions on complex and sensitive issues.


RICHARD PAGEN
CHIEF OMBUDSMAN

Date: 07/08/25


TABITHA SUWAE
OMBUDSMAN

Date: 04/08/25


KEVIN KEPORE
ACTING OMBUDSMAN

Date: 05/08/2025