



**OMBUDSMAN COMMISSION
OF PAPUA NEW GUINEA**

JOB DESCRIPTION

1. IDENTIFICATION

OMBUDSMAN COMMISSION	SEQUENCE NO: 255	POSITION NO: RER31
DESIGNATION/CLASSIFICATION:	Regional Manager-Momase, CAT "B1", Grade 13	
DIVISION: Regions & External Relations	LOCAL DESIGNATION: Momase Regional Office- Lae	
BRANCH: Momase Regional Office	REPORTING TO: Director-Regions & External Relations	POSITION NO: RER01
HIGHEST SUBORDINATE Senior Investigator Senior Investigator ISU Officer Admin Officer Assistant Admin Officer	POSITION NO: RER32 RER33 RER38 RER39 RER40	

HISTORY OF POSITION

POSITION REF.	DATE OF VARIATION	DETAILS
RER12	OC Decision No: M5-2024 of 23.05.24	As a result of restructure

2. PURPOSE

The Momase Regional Office is one of the six regional offices including Eastern End, western End, Southern, New Guinea Islands and Autonomous Region of Bougainville. The Regional Manager MOMASE reports to Director Regions and External Relations and Officers report to the Regional Manager. The Regional Manager is responsible for the effective and efficient day-to-day management of the Commission's regional office, including the investigation of complaints of wrong conduct and misconduct, in accordance with the *Constitution* and *Organic Law on the Ombudsman Commission* and the *Organic Law on the Duties and Responsibilities of Leadership*, to ensure fair dealings, public accountability, and appropriate administrative practices in all levels of the public sector and that investigations into the allegations of misconduct by leaders are investigated in a fair, impartial and timely manner

Pursuant to the powers conferred on the Commission by sections 218 and 219 of the *Constitution*, the MOMASE Regional office has the principal role of receiving and investigating complaints of wrong conduct and alleged breaches of the Leadership Code, in terms of the *Constitution* and the relevant Organic Laws. The Regional Office also serve to reaffirm the Commission's presence in the MOMASE region so that all people can benefit from the services provided. Public awareness, clinics and external relation plans are also progressed from the Regional Office.

3. ACCOUNTABILITIES

- Exercise delegated powers and functions in accordance with appropriate sections of the Constitutions and the Organic Laws;

- To the extent provided in the delegations, checking and signing correspondence, opening and closing case files and dealing with enquiries and investigations relating to the region;
- Regular review of all task in hand to ensure effective and efficient use of resources and that such work is distributed evenly between investigating officers and ensure that all enquiries and investigations are carried out in an impartial, equitable, sound and timely manner;
- Ensure the work of the regional office is carried out within the monthly funds allocated for the purpose and that the annual funding allocation for the regional office is not exceeded;
- Ensure that all operational targets and performance criteria relating to the regional office (as contained in the Ombudsplan) are met on a monthly and annual basis and to take immediate measures to remedy any problems and deficiencies that are evident in the case management system reporting facility;
- Initial assessment and allocation of all new complaints, including if necessary, the provision of advice and guidance on approach, reference to previous cases of a similar nature or relevant material;
- Management of a personal caseload, including the preparation of letters, memoranda and reports, analysis and study of files, interviewing of complainants and representative of organizations subject to jurisdiction, and arranging on-site visits where appropriate;
- Liaison with the Director Regions and External Relations and Director Corporate Services or Manager responsible about the physical work environment of the regional office, including maintenance and equipment, furnishings, IT equipment and all other matters relating to accommodation, support systems and services.
- Compilation of the Units Annual Budget and Ombudsplan (Annual Activity Plan).
- Ensure Regional Official Drivers submit to the Regional Manager on monthly basis the motor vehicle log report, maintenance and service reports etc before it is furnished to the Facilities & Assets Team Leader.
- Ensure Imprest Accounts are replenished on a monthly basis by providing proper acquittals and monthly bank reconciliation statements to the Finance Unit.
- Manage, maintain and assist with respective rental leases and liaise with the Assets & Facilities Unit for any expiry of leases or related issues of the rental property(s).
- Ensure to produce Annual Calendar to guide Division's annual performance
- Ensure that new complaints/cases registered and the files are allocated to Investigators within the SOP time slot.
- Ensure that the Regions plan and visit each provinces within their region twice in a year.
- Ensure that the Regional Office plan and make six (6) visits to each Correctional Service establishments within their regions
- Ensure that the Regional Office plan and make six (6) visits to each Rural and Urban police lock-ups within their regions.
- Ensure to establish and create a cordial and amicable working relationships with, Provincial Administrators and DDA CEOs within their region
- Conduct joint Provincial and District visits and project inspections with the Engagement Monitoring and Evaluation Division when they take one within their region.
- Ensure that the Senior Investigators, Investigators monitor the implementation of the SOP within individual case files by all Investigators and Senior Investigators.
- Ensure that records are digitized and hardcopies are maintained and folioed.
- Ensure that all cases in carriage and that are open are reviewed monthly until closed,
- Ensure Cases do not go backlogged for more than six months. Submission for extension of time

shall be done ONLY three times after each six months lapse. If the cases goes beyond two years, a submission shall be done for the responsible Officer to the Commission for Decision(s) on appropriate consideration.

- Ensure that all Senior Investigators make “1.5 X (18) Submission relating to matters under their investigations” in every Commission’s monthly meeting on the Constitutional matter held in the Head Office.
- Ensure that the Senior Investigator produce 3 X “Provisional Report” annually
- Ensure that all Investigator make “1 X (12) Submission relating to matters under their investigations” in every Commission’s monthly meeting on the Constitutional matter held in the Head Office.
- Ensure that the Investigator produce 2 X “Provisional Report annually.
- Ensure Vetting of all the draft Provisional Report.
- Ensure 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”.
- Director to ensure implementation of Organizational Policies
- Identify training and development needs on an even-handed and fair basis.
- Ensure the work of the Division is carried out within the operational funds allocated and the Divisional budget is monitored and managed appropriately.
- Contribute to the production of the Ombudsplan and performance achievements in Division by 15 of June annually.
- Ensure that the Divisions performance against the Ombudsplan report is produced by 30 January of the preceding year for the preceding year’s Annual Report.
- Liaise with the Director and Managers in Corporate Services Division to ensure that a good working environment is maintained in the Division, in relation to Division's budget and financial matters including the maintenance of equipment, furniture and general office facilities.
- 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 your Region.
- Providing quarterly Performance Management Review (PMR) of the Division to the Policy & Planning Unit at the end of every quarter.
- Ensuring that the Division's attendance report from Time & Access are generated timely and honestly for purpose of providing man-hour loss report for payroll calculation and the Staff Performance Appraisal.

4. MAJOR DUTIES

- Develop and maintain a good working relationship with the Director Regions and External Relations, other Directors, Team Leaders and Managers, other staff and Members of the Commission;
- Manage the Ombudsman Commission asserts and human resources to achieve maximum output.
- Manage all investigations through the case management systems so that the investigations are completed in a timely manner and of high standard.
- Administratively, liaise with Director Regions and External Relations and Director Corporate Services and/or Unit Managers to ensure the maximum efficiency is being achieved from the resources available;
- Whilst new work practices are being implemented, take all reasonable measures to ensure

the least disruption to staff and that all steps are taken to promote a pleasant, safe and productive working environment;

- Improving the standard of care and security of all information that come within the scope of the regional office, to ensure it is dealt with in a confidential manner and to facilitate the safe keeping of such information at all times; and
- Improve the quality of all investigations, the standard of reporting outcomes and the timeliness of client service delivery.
- Manage all External Relations Program activities for the public to know the roles and functions of Ombudsman Commission and access it's Services and ensure basic government services are provided in the provincial, district and Local Level Government.
- Provide submissions to MoC through Director on backlog cases for extension of time to complete backlog cases.
- Ensure Standard Operating Procedures (SOP) is enforced effectively and efficiently.
- Provide effective management and leadership in the regional office.
- Ensure all investigations must have an Investigation Plan to assist in conducting effective and timely investigations.
- Effective Management of the Memorandum of Agreement (MoA) between oversight bodies or where necessary.
- Observe and effectively carry out Section 218 of the Constitution by ensuring all governmental bodies are responsive to the needs and aspirations of the people in the Regions, Provinces, Districts, LLGs, and right down to the villages.
- The Commission is properly and effectively represented in the Region.
- The Regional Office to conduct inspections on Government infrastructures and Institutions.
- Maintain good working relationship with Provincial, District Administrators and Ward Counsellors and Members.
- Proper records and reports are produced and maintained after each official trip to Provinces, Districts, LLGs and villages and report to MoC.
- Regional Office to conduct effective investigations and other related activities.
- Carry out regular visits to the Provinces ensuring government services are delivered.
- Ensure all complaints are acknowledged formally and signed off by the Regional Manager.

5. NATURE AND SCOPE

The Regional Manager manages MOMASE Regional Office asserts, manpower, investigations and the External Relations Program activities to ensure that the office is operating efficiently and effectively, the public know the roles and functions of OC, the government service delivery mechanisms are improved and leaders promoted to become good leaders. Regional Manager Performance is made efficient through working with Ombudsman commission Officers and external partners.

5.1 WORKING RELATIONSHIP

(a) Internal

- The Regional Manager is required to relate well to the Team Members, Head Office Officers, Supervisors and Members of the Commission in providing management and leadership to the Regional Office.

(b) External

- The Regional Manager occupies a strategic position where Ombudsman Commission services are made accessible to the public. The Manager partners with the Government Agencies, external partners both domestic and international and service providers to progress the work of the Commission.

5.2 WORK ENVIRONMENT

The Ombudsman Commissions provides a very challenging and demanding environment where officers are required to exercise independence of mind, integrity, impartiality, and transparency in all dealings. Also complete investigations and other tasks in a timely manner and within the confine of the Constitution and relevant Organic Laws, guidelines and policies. Officers are required to keep all investigation matters in confidentiality.

6. QUALIFICATIONS, EXPERIENCES AND SKILLS

(a) Qualifications

- Degree qualification in Law, Accounting, Public Administration, Business or an equivalent field is highly desirable, together with a substantial experience in investigation, system audit and conflict resolution related fields.
- Occupied a senior position in the last five years.
- Has a proven record of leadership and team building experience, and good writing and communication skills, are necessary. Also should have a good understanding of computer applications in required.

(b) Knowledge

- Knowledge of contemporary management and leadership development
- Applies fair and equitable management practices to all aspects of work
- Possesses high level skills in tactical and strategic planning in the areas of investigations and External Relations Program activities
- Applies high level of interpersonal, negotiation, interview and communication skills
- Possess capacity to make rational and realistic decisions on complex and sensitive issues
- Is able to provide high volume of work under pressure, meet deadlines and establish work priorities which reflect the urgency and importance of specific tasks; and
- Possesses extensive investigative and analytical experience gained from working in a public administration environment or a conflict resolution field.

(c) Skills

- Extensive investigation and conflict resolution skills
- Computer 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
- Good communication skill
- Negotiation and dialogue/liaison Skills

(d) Work Experience

- Has extensive experience in investigation and conflict resolution filed
- Has extensive experience in planning and management in previous jobs
- Occupied leadership and supervision roles in previous jobs
- Worked under a demanding environment to meet deadlines and come out with quality outcomes.



RICHARD PAGEN
CHIEF OMBUDSMAN

Date: 01/08/25



TABITHA SUWAE
OMBUDSMAN

Date: 04/08/25



KEVIN KEPORE
ACTING OMBUDSMAN

Date: 04/08/2025