



**OMBUDSMAN COMMISSION
OF PAPUA NEW GUINEA**

JOB DESCRIPTION

1. IDENTIFICATION

OMBUDSMAN COMMISSION	SEQUENCE NO: 135	POSITION NO: CAI25
DESIGNATION/CLASSIFICATION:	Team Leader (Team 4), CAT "B" – Grade 12	
DIVISION: Complaints & Administrative Investigations	LOCAL DESIGNATION: Head Office, Port Moresby	
BRANCH/UNIT: Team 4	REPORTING TO: Director Complaints & Administrative Investigations	POSITION NO: CAI01
HIGHEST SUBORDINATE Senior Investigator (Finance) Senior Investigator(Audit)	REF NO: CAI26 CAI27	

HISTORY OF POSITION

POSITION REF.	DATE OF VARIATION	DETAILS
CAI22	OC Meeting No: 5-2024 dated 23.05.2024	As a result of Reorganizational Structure

2. PURPOSE

Team four (4) is one of the five investigative teams in the Complaints & Administrative Investigations Division led by a Team Leader who is responsible for the effective and efficient investigation of public complaints on alleged breaches of the *Constitution*, the *Organic Laws* and other relevant laws, rules and regulations and policies which are enforced by the government bodies and agencies to ensure fair dealings, public accountability and appropriate administrative practices occur in all levels of the public sector, and that investigations into allegations of maladministration, administrative deficiencies, wrong conduct, dysfunctional laws and discriminatory practices by government bodies, agencies and public officials are conducted in a fair and timely manner.

3. ACCOUNTABILITIES

- Exercise delegated functions and powers in accordance with the relevant provisions of the *Constitution* and the *Organic Law on the Ombudsman Commission* and other related laws, rules, regulations and policies.
- Ensure that effective and efficient management of the team is achieved and sustained and that all enquiries and investigations are carried out in an impartial, equitable, sound and timely manner.
- Provide advice and guidance to team members and ensure they discharge their duties in an appropriate manner.

- Identify training and development needs on an even-handed and fair basis.
- Ensure that training and development programs are pursued vigorously.
- Ensure the work of the team is carried out within the funds and resources allocated.
- Ensure that all operational targets and performance criteria contained in the Ombudsplan are met on a monthly and annual basis and to take immediate steps to remedy any problems or deficiencies identified in the statistics and performance.
- Conducting qualified annual appraisals of officers/subordinates.
- Assist with the compilation of the team's Annual Budget.
- Ensure new complaints/cases files are allocated to investigators within the Standard Operating Procedure's (SOP) time slot.
- Conducting monthly case reviews on each case file in the team
- Ensure to monitor the implementation of the SOP for each file in the Team with the case officer.
- Ensure that records in all cases are digitized and hardcopies maintained and folioed.
- Provide guidance to Investigators and Senior Investigators, and ensure they discharge their duties in an appropriate manner.
- Ensure Cases are not backlogged for more than six months. Submission for extension of time shall be done ONLY three times after each six months lapse. If the case files exceed two years, a submission shall be done for the responsible Officer to the Commission for decision(s) on appropriate penalties.
- Ensure that all Senior Investigators make "*1.5 X Submission relating to matters under their investigations*" in every Commission's monthly meetings on the Constitutional matter held in the Head Office.
- Ensure that the Senior Investigator is to produce 3 X "Provisional Report" annually
- Ensure that all Investigator make "*1 X Submission relating to matters under their investigations*" in every Commission monthly meeting on the Constitutional matter held in the Head Office.
- Ensure that the Investigator is to 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".
- Ensure all operational targets and performance criteria contained in the Ombudsplan are achieved on a monthly and quarterly basis and take immediate steps to remedy any problems or deficiencies identified in the statistics and performance reports.
- Contribute to the production of the Ombudsplan and performance achievements in Division by 15 of June annually.
- Ensure that the Division's performance report against the Ombudsplan is produced by 30 January of the preceding year for the preceding year's Annual 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 your Division.
- Assist Director providing monthly briefs to MoC on team's task updates through the office of the monitoring and evaluation.
- Assist Director in providing quarterly Performance Management Review (PMR) of the Division to the Policy & Planning Unit at the end of every quarter.
- Ensuring that the Unit's attendance electronic Register are done timely and honestly for

purpose of providing man-hour loss report for payroll calculation and the Staff Performance Appraisal.

4. MAJOR DUTIES

- Reports to the Director Complaints & Administrative Investigations.
- Ensure and maintain a good working relationship with other divisional Directors, Counsel, Secretary and the Members of the Commission.
- Improve the standard of care and security of all information that comes within the scope of the team to ensure it is dealt with in a confidential manner and to facilitate the safe keeping of such information at all times.
- Improve the quality of investigations, the standard of reporting outcomes and the timeliness of client service delivery.
- During the introduction of new work practices and processes, take all reasonable measures to minimise disruption to staff and that all steps are taken to promote a pleasant, safe and productive working environment.
- Expenditure of allocated funds.
- Remedial action in respect of measures required to meet targets and performance criteria.
- Liaise with Director for Complaints & Administrative Investigations and the Human Resource Manager on staff personal matters.
- Day-to-day operational decisions in respect of investigations and the allocation of tasks within the team.
- Establish a good working relationship with the organisations with whom the division has regular contact.
- Assist the Team Leader ADHRU to conduct regular prison and cell and juvenile centres visitations.
- Provide submissions to MoC through Director on backlog cases for extension of time to complete backlog cases.
- Ensure the SOP is enforced effectively and efficiently.
- Provide effective management and leadership within the team.

5. NATURE AND SCOPE

Pursuant to Sections 218 and 219 of the *Constitution*, the three operational divisions have the principal role of receiving and investigating complaints on alleged wrong conduct, maladministration, dysfunctional laws, breaches of human rights and Memorandum of Agreement arrangements in terms of the *Constitution* and the *Organic Law on the Ombudsman Commission*. Team Leader reports to the Director for Complaints & Administrative Investigation Division, or the Secretary, or the Counsel or Members of Ombudsman, as the case may be, in respect of administrative or constitutional matters. All staff in the team report to the Team Leader.

5.1 WORKING RELATIONSHIP

(a) Internal

- Reporting to the Director Complaints & Administrative Investigation, the Secretary, the Counsel and the Members of the Commission.
- Manage and oversee the team's operational funds allocated and its budget.

- Manage and oversee the personnel matters of the team by liaising with Human Resource Manager and Director Complaints & Administrative Investigation.
- Manage and oversee case files in compliance with the *Organic Law on the Ombudsman Commission* and the Standard Operating Procedures.
- Monitor and oversee the effective implementation of Memorandum of Agreement arrangements.
- Implement the general policies and decisions or directives of the Commission.

(b) External

- Liaise and meet with external stakeholders and partners on issues relating to the Commission's roles and functions.
- Liaise and meet with external stakeholders and partners on issues relating to Memorandum of Agreement arrangements.

5.2 WORK ENVIRONMENT

- Team Leader is an administrative and technical position that oversees the team.
- Team Leader reports to the Director Complaints & Administrative Investigations.
- Team Leader reports to the Members of the Commission or the Secretary or the Counsel in respect of administrative or constitutional matters, as the case may be.
- To the fullest extent possible the Director, Team Leaders and Investigators should work directly with the Members of the Commission.

6. QUALIFICATIONS, EXPERIENCES AND SKILLS

(a) Qualifications

Bachelor degree in Law, Public Administration, Management, Public Policy and Management, Humanities and Social Sciences or an equivalent field is necessary, together with substantial experience in related work.

(b) Knowledge

- Knowledge of contemporary leadership and management development.
- Proven team building experience and good writing and communication skills are necessary.
- A good understanding of computer applications is desirable.
- Possess capacity to make rational and realistic decisions on complex and sensitive issues.


(c) Skills

- Possess knowledge of contemporary leadership and management development.
- Apply fair and equitable management practices to all aspects of work.
- Possess high level skills in tactical and strategic planning in areas of investigations and related activities.

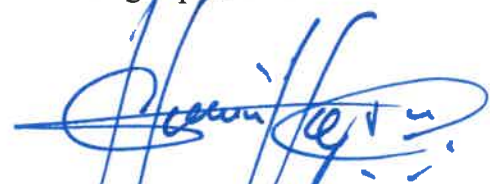
- Apply high level of interpersonal, negotiation, interview and communication skills.
- Possess capacity to make rational and realistic decisions on complex and sensitive issues.
- Provide high volumes of work under pressure, meet deadlines and establish work priorities that reflect the urgency and importance of specific tasks.
- Possess extensive investigative and analytical experience gained from working in a public administration environment or conflict resolution field.
- Good writing and communication skills are necessary

(d) Work Experience

- Five (5) years or more working in a senior position or in a related field.
- Proven record of leadership, management and team building experience.


 RICHARD PAGEN
CHIEF OMBUDSMAN
 Date: 07/08/25


 TABITHA SUWAE
OMBUDSMAN
 Date: 04/08/25


 KEVIN KEPORE
ACTING OMBUDSMAN
 Date: 05/08/2025