



**OMBUDSMAN COMMISSION  
OF PAPUA NEW GUINEA**

**JOB DESCRIPTION**

**1. IDENTIFICATION**

<b>OMBUDSMAN COMMISSION</b>	<b>SEQUENCE NO:</b> 149	<b>POSITION NO:</b> LSP01
<b>DESIGNATION/CLASSIFICATION</b>	Director Leadership – Contract "A" – Grade 14	
<b>DIVISION:</b> Leadership	<b>LOCAL DESIGNATION:</b> Head Office - Port Moresby	
<b>UNIT:</b> NA	<b>REPORTING TO:</b> Secretary to the Commission Counsel to the Commission	<b>POSITION NO:</b> COS01 COU01
<b>HIGHEST SUBORDINATE:</b> Team Leader – Team 1 Team Leader – Team 2 Team Leader – Team 3 Team Leader – Team 4 Driver/Security/Office Attendant Executive Secretary	<b>POSITION NO:</b> LSP04 LSP11 LSP18 LSP25 LSP02 LSP03	

**HISTORY OF POSITION**

<b>POSITION REF.</b>	<b>DATE OF VARIATION</b>	<b>DETAILS</b>
LSP01	MoC meeting #5 of 2024 Dated 23.05.24	As a result of Mini-Reorganizational Structure

**2. PURPOSE**

The position of Director Leadership is responsible for the overall performance of the Leadership Division. The Team Leaders report to the Director, who reports to the Secretary and Counsel in respect of administrative and constitutional matters, as the case may be. To the fullest extent possible the Director, Team Leaders, Senior Investigators and Investigators, should work directly with the Members of the Commission.

**3. ACCOUNTABILITIES**

- Provide guidance to Team Leaders and staff and ensure they discharge their duties in an appropriate manner.
- Ensure Cases do not go backlogged for more than six (6) months. Submission for extension of time shall be done ONLY three times after each lapsed six (6) months. 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 a Senior Investigator submits a total of eighteen (18) submission in a year. Meaning that he/she must submit one or two reports for consideration in Commission's Constitutional matters monthly meetings.
- Ensure that a Senior Investigator produces three (3) "draft Right To Be Heard" annually.
- Ensure an Investigator makes a total of twelve (12) submission in a year. Meaning that he/she must submit one report for consideration in Commission's Constitutional matters monthly meeting.
- Ensure that an Investigator produces 2 X "draft Right To Be Heard" annually.
- Ensure Vetting of all Full Investigation and Draft Right to Heard Reports are done.
- 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 "Right To Be Heard".
- Ensure that the Team Leaders monitor the implementation of the SOP within individual case

- files by all Investigators and Senior Investigators within the Team.
- Ensure that the Team Leaders are supervising the traction of the cases by conducting “monthly case review” on each individual case in their Unit.
  - Ensure that new complaints/cases files are allocated to Team Leaders within the SOP time slot.
  - Ensure implementation of Organizational Policies are done.
  - 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.
  - Ensure all operational targets and performance criteria contained in the Ombudsplan are met on a monthly and annual basis and take immediate steps to remedy any problems or deficiencies identified in the statistics and performance reports.
  - Ensure that all Original documents (both sent/received), and materials relating to all investigations are kept at Annual Statement Registry.
  - Ensure that records in all cases are digitized/scanned into the Case Management System and hardcopies maintained with folioed.
  - Contribute to the production of the Ombudsplan and performance achievements in Division by 15 of June annually.
  - 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 Leadership investigation cases and related activities under the Division.
  - Providing monthly briefs to MoC on Division's task updates.
  - Providing quarterly Performance Management Review (PMR) report of the Division to the Executive Services Division.
  - Appraising Team Leaders' annual performance and endorsing the officers' performance ratings.
  - Responsible in the preparation and compilation of the Division's Annual Budget Preparation and its Ombudsplan (Annual Activity Plan).
  - Ensure that the Divisions performance against the Ombudsplan report is produced by 30 January of the subsequent year from the preceding year's Annual Report.
  - Ensuring that the Division's attendance electronic Register are done timely and honestly for purpose of providing man-hour loss report for Staff Performance Appraisal.
  - Ensure to produce a report on National General Election activity which commenced on 01 July of the previous year to the date of “Return of WRIT”
  - Prepare a major report on the issuance and administration of Section 27(4) Constitutional Directions.

#### **4. MAJOR DUTIES**

- Ensure proper handover takeover is done with the departing officers ensuring all Commission assets are returned including case files with briefs for all open and close files.
- Ensure that all closed files are closed NFA and locked in the file Registry records.
- Communicate and produce list of assets the Division carries in the form and manner the Asset Record holds.
- Exercise delegated functions and powers assigned under the Constitution and the relevant Organic Laws.
- Assist with the efficient management of the Division is achieved and sustained. In particular, all legal requirements are complied with and that instructions in the Standard Operating Procedure (SOP) Guidelines and the practice guidelines.
- Develop and maintain a close working relationship with the Members of the Commission and report on the status and progress of investigations and other activities being undertaken.
- Implement the Commission's decisions that relate to the Division, except where specific instructions apply or the Secretary is assigned direct responsibility.

- Develop and recommend to the Secretary specific policies, procedures and programs to implement general policies and directives of the Commission.
- Develop and recommend to the Commission strategic, tactical and operational planning matters (other than matters relating to investigations) consistent with the requirements of the Strategic Plan, the IT Strategic Plan, the Ombudsplan, the External Relations Plan, the HR Manual and practice guidelines issued by the Commission from time to time.
- Promote strong leadership in the Division.
- Encourage and assist investigators to find creative solutions to problems and apply lateral thinking to designing strategic approaches to the process of an investigation.
- Responsible for the quality and timeliness of work undertaken by the Division.
- Perform other duties as directed from time to time.
- Attendance to Commission's Constitutional meetings as and when respective agendas are listed for monthly meetings.
- Ensure submissions from case officers on backlogs are submitted to MoC requesting for extension of time to complete the backlog cases.
- Effective Management of the Memorandum of Agreement (MoA) between oversight bodies including FASU and other bodies necessary.
- Review of the Standard Operating Procedures (SOP) as and when required.
- Ensure to effectively and efficiently enforce the Sections of the *OLDRL*.
- Ensure reasonable time is given to Leaders on matters under Section 12 of the *OLDRL* provisions.
- Ensure to conduct biannual Leadership Summits for all categories of Leaders.
- Ensure proper maintenance and update of Leaders records including entering information into the CMS database.
- Ensure all intelligence information on Leaders are regularly updated.
- Liaise with Office of Counsel on the Directions under Section 27(4) of the Constitution and ensure the Directions are properly managed and discharged.
- Ensure all investigations must have an Investigation Plan to assist in conducting effective and timely investigations.
- A Year before the National General Elections, ensure total expenditure for the participation for Ombudsman Commission on Election Awareness, Voting and Counting Observations are added onto the OC National Budget.
- Make submission to Commission the tentative plan for consultation with PAs, DDA CEO's Heads of National Agencies, conduct of Leadership CODE Awareness, Observations of campaign, voting and counting of votes.
- Conduct consultation with relevant stakeholders.
- Conduct Leadership Code Awareness
- Engage in observation of campaign, voting observation and counting observation.
- Prepare and conduct Leadership Code Induction organized by Parliament.
- If need be, prepare and conduct own Leadership Code Summit.
- Prepare debriefing report on the Leadership Code Awareness, Campaign, Voting and Counting Observation.
- Prepare and submit to the Commission a major report on the issuance and administration of the Section 27(4) Constitutional Direction.
- Ensure that a "Case File" is created within a day after the Commission meeting where Commission's Decision instructing the Office of Counsel to finalize the "Right To Be Heard
- Produce the Division' Annual Report
- Produce the Divisions Ombudsplan
- Produce the Division's annual budget
- In consultation with HR identify and recruit suitable officers.

## 5. NATURE AND SCOPE

Director Leadership is responsible for the overall operations of the Division. The Director provides technical advice to the Members of the Commission (MoC) on all Leadership

investigation cases and other related matters for decision.

## 5.1 WORKING RELATIONSHIP

### (a) Internal

The Director -Leadership is responsible for the performance of the following services:

- Consult with Members of the Commission, Secretary, Counsel, and other Divisional Directors.
- Leadership Investigations Units
- Annual Statement Assessment Division

### (b) External

The Director Leadership liaises with the following external parties:

- Leaders occupying public offices
- Government Bodies
- Oversight Agencies (domestic and international)

## 5.2 WORK ENVIRONMENT

Pursuant to the powers conferred on the Commission by Sections 218 and 219 of the Constitution, the Leadership Division has the principal role of investigating Leadership complaints in terms of possible breaches of the Constitution and the Organic Law on the Duties and Responsibilities of Leadership by person(s) appointed to occupy public offices. The nature of the work that the position of Director Leadership plays is both technical in terms of analysis and investigation of complaints and administrative in terms of leading and managing the Division.

## 6. QUALIFICATIONS, EXPERIENCES AND SKILLS

- (a) **Qualifications** - Bachelor Degree in Law, Accounting, Public Administration, Economics, Business Management, Strategic Management or an equivalent field. Certified or active member of a Professional body or association is desirable.
- (b) **Knowledge** - Sound knowledge of current leadership and management development techniques. Also have the knowledge to apply fair and equitable management practices to all aspects of work.
- (c) **Skills** - Possess extensive investigative and analytical skills gained from working in a public and/or private sector administrative environment. Display high level of interpersonal, negotiation, interview and communication skills (verbal & written). Sound understanding of computers and basic computer applications are necessary.
- (d) **Work Experience** - 10 years of experience in investigative and/or conflict resolution related work. Proven record of leadership and team building experience.

  
RICHARD PAGEN  
CHIEF OMBUDSMAN

Date: 07/08/25

  
TABITHA SUWAE  
OMBUDSMAN

Date: 04/08/25

  
KEVIN KEPORE  
ACTING OMBUDSMAN

Date: 04/08/2025