



**OMBUDSMAN COMMISSION
OF PAPUA NEW GUINEA**

JOB DESCRIPTION

1. IDENTIFICATION

OMBUDSMAN COMMISSION	SEQUENCE NO: 179	POSITION NO: LSP31
DESIGNATION/CLASSIFICATION	Investigator, Grade 8	
DIVISION: Leadership	LOCAL DESIGNATION: Head Office – Port Moresby	
UNIT: Team Four (4)	REPORTING TO: Team Leader	POSITION NO: LSP25
HIGHEST SUBORDINATE: N/A	POSITION NO: N/A	

HISTORY OF POSITION

POSITION REF.	DATE OF VARIATION	DETAILS
LSP31	MoC Meeting # M5 – 2024 dated 23.05.2024	As a result of Restructure

2. PURPOSE

The Investigator conducts investigations into complaints and alleged breaches of the Leadership Code, in accordance with the Constitution, relevant Organic Laws and enabling Acts. Investigator works within the parameters set down in the Commission's determinations, polices, 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 allocated case load is achieved.
- Promotes and demonstrate effective teamwork in the workplace.
- Maintains proactive approach to investigation cases.
- Contributes towards the Team's performance results as per the Ombudsplan.
- Effective communication with external clients must be maintained.

4. MAJOR DUTIES

- Develop and maintain a close working relationship with the Senior Investigators and the Team Leader

- Report to the Team Leader on the status and progress of investigations and other activities as required by the Team Leader.
- Work within the SOP guidelines and produce investigation reports in a timely manner.
- 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.
- Ensure to submit twelve (12) submissions annually for consideration in the Commission's monthly meetings.
- Ensure to produce two (2) draft Right to Be Heard annually.
- Manage and report on backlogs of cases, seeking approval of extension of time to complete the backlogs.
- Carry out other official duties as required.

5. NATURE AND SCOPE

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

5.1 WORKING RELATIONSHIP

(a) Internal

- 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, agencies and relevant stakeholders on leadership matters.

5.2 WORK ENVIRONMENT

- The nature of the work that the 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

- (a) **Qualifications** – Graduate Bachelor Degree in Accounting, Commerce, Economics, Banking & Finance, Strategic Management, Public Administration or related fields.
- (b) **Knowledge** – Sound understanding of methods and approaches of doing critical analysis on issues and complaints handling and resolutions.
- (c) **Skills** – Interpersonal, negotiation, interview, reporting writing, verbal and written communication skills with a good understanding of computer applications is essential.

(d) **Work Experience** – Graduate Degree with minimum or no work experience is acceptable.




RICHARD PAGEN
CHIEF OMBUDSMAN

Date: 07/08/25



TABITHA SUWAE
OMBUDSMAN

Date: 04/08/25



KEVIN KEPORE
ACTING OMBUDSMAN

Date: 05/08/2025