



**OMBUDSMAN COMMISSION
OF PAPUA NEW GUINEA**

JOB DESCRIPTION

1. IDENTIFICATION

OMBUDSMAN COMMISSION	SEQUENCE NO: 123	POSITION NO: CAI13
DESIGNATION/CLASSIFICATION:	Senior Investigator Team 2 - CAT "C" – Grade 10	
DIVISION: Complaints & Administrative Investigations	LOCAL DESIGNATION: Head Office, Port Moresby	
BRANCH/UNIT: Team 2	REPORTING TO:NO: Team Leader – Team 2	POSITION NO: CAI11
HIGHEST SUBORDINATE: Investigator(Finance) Investigator (Audit) Investigator Investigator	POSITION NO: CAI14 CAI15 CAI16 CAI17	

HISTORY OF POSITION

POSITION REF.	DATE OF VARIATION	DETAILS
CAI12	OC Meeting No: 5-2024 dated 23.05.2024	As a result of Reorganizational Structure

2. PURPOSE

Pursuant to the powers bestowed on the Commission by Sections 218 and 219 of the *Constitution* and Section 13 of the *Organic Law on the Ombudsman Commission*, the Complaints and Administrative Investigations Division as one of the core operational divisions; has the principal role of receiving, assessing and investigating complaints; either from an individual person/public or on its own initiative.

The Senior Investigator in the Complaints & Administrative Investigations Division, is part of the investigation team which undertake enquiries and conduct investigations into complaints from the public regarding mal administration and practices, administrative deficiencies and wrong conducts, defects in law as well as discriminatory practices on the conducts of government bodies and public officials, in accordance with the *Constitution* and the *Organic Law on the Ombudsman Commission* as well as other relevant laws.

3. ACCOUNTABILITIES

- Exercise delegated functions and powers in accordance with the appropriate sections of the *Constitution* and the *Organic Law on the Ombudsman Commission* as well as the other related laws, rules and regulations and policies.

- Ensure that efficient management of case load is achieved and sustained and in particular, that all legal requirements are complied with; that the instructions in the Human Resource Manual and the Administrative Investigations Standard Operating Procedure are followed.
- Develop and maintain good working relationship with the Commission and report on the status and progress of investigations and other activities as required by the Commission through the Team Leader and Director.
- Develop and recommend to the Team Leader, strategic, tactical and operational planning matters for the Division consistent with the requirements of the Strategic Plan, the IT Strategic Plan, the Ombudsplan, the Human Resource Manual and Administrative Investigations Standard Operating Procedure issued by the Commission from time to time.
- Assist in promoting strong leadership in the Division and develop a collegiate approach to the solution of difficult and complex issues by encouraging the sharing of such problems between the teams on an informal basis for peer critique and advice.
- Encourage and assist team members to find creative solutions to problems and apply lateral thinking to designing strategic approaches to the process of an investigation.
- Work with the Commission, Director and the Team Leader to assist in facilitating the high quality of work produced by the team and that such work is undertaken in a timely manner.
- Take all steps necessary to assist in achieving all operational targets and performance criteria contained in the Ombudsplan.
- Contribute to the production of; the Ombudsplan, the Annual Report and the Investigation Reports (findings and recommendations to be tabled in parliament) as required by the Team Leader and/or Director and the Ombudsman responsible for the division.

4. MAJOR DUTIES

- Assist Team Leader 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 Team Leader conduct jail and cell, juvenile centres visits and inspections
- Assist Team Leader conduct human rights awareness and trainings.
- Assisting Team Leader 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 Team Leader and Director with other Commission sanctioned activities.
- Assisting Investigators in their investigation work.
- Assess new complaints within the 14 days SOP timeframe
- Ensure that the “Report Base” cases are investigated within a minimum of six months and maximum of twenty-four months (subject to SOP).
- Ensure that the “Outcome Base cases are investigated within a minimum of three months and maximum of six months (subject to SOP).
- Shall make three time (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 Team Leader 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 fives 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.

5. NATURE AND SCOPE

The position is located within Team 2 of the Complaints and Administrative Investigations Division. He/she reports to the Team Leader of Team 6 on all his/her accountabilities and delegated tasks according to his/her work agreements. He/she is the immediate subordinate of the Team Leader and may at times assume the roles and responsibilities (if and when required) in the absence of the Team Leader.

5.1 WORKING RELATIONSHIP

(a) Internal

The Senior Investigator promotes team spirit and communication and works closely with the Team Leader, Director, other teams/units and divisions to ensure the targets of the team and the mission and vision of the Commission is achieved.

(b) External

The Senior Investigator maintains communication and works closely with the complainants, responsible persons and government bodies as well as the other interested persons and bodies to ensure there is honesty, transparency, accountability, fairness and impartiality in all the assigned responsibilities including investigations and that the complaints are effectively managed and addressed.

5.2 WORK ENVIRONMENT

- This position had been created administratively based on the need for an effective workflow and progressing of complaints assigned to the Team.
- The Senior Investigator works closely with the Team Leader on the management of the team.

- The Senior Investigator may be at times assigned with systemic complaints that require complex investigation strategies and plans and is required to produce the investigation outcomes on and/or before time to avoid backlogs.
- The Senior Investigator must be prepared to be overloaded with investigation case files on complaints assigned to the team.

6. QUALIFICATIONS, EXPERIENCES AND SKILLS

(a) Qualifications

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

(b) Knowledge

- A good understanding of computer applications is desirable.
- Possess knowledge of contemporary leadership and management development.
- Possess good skills in tactical and strategic planning in areas of investigations and related activities.
- Possess capacity to make rational and realistic decisions on reasonably complex and sensitive issues.
- Provide work under pressure, meet deadlines and establish work priorities that reflect the urgency and importance of specific tasks.

(c) Skills

- Good writing and communication skills.
- Apply fair and equitable management practices to all aspects of work.
- Apply reasonable interpersonal, negotiation, interview and communication skills.

(d) Work Experience

- A minimum of five (5) years of related work experience.
- 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: 05/08/2025