



**OMBUDSMAN COMMISSION  
OF PAPUA NEW GUINEA**

**JOB DESCRIPTION**

**1. IDENTIFICATION**

|                                                                   |                                                         |                              |
|-------------------------------------------------------------------|---------------------------------------------------------|------------------------------|
| <b>OMBUDSMAN COMMISSION</b>                                       | <b>SEQUENCE NO:</b><br>141                              | <b>POSITION NO:</b><br>CAI31 |
| <b>DESIGNATION/CLASSIFICATION:</b>                                | Investigator Team 4 – Grade 8                           |                              |
| <b>DIVISION:</b><br>Complaints & Administrative<br>Investigations | <b>LOCAL DESIGNATION:</b><br>Head Office – Port Moresby |                              |
| <b>BRANCH/UNIT:</b><br>Team 4                                     | <b>REPORTING TO:</b><br>Team Leader Team 4              | <b>POSITION NO:</b><br>CAI25 |
| <b>HIGHEST SUBORDINATE</b><br>Nil                                 | <b>POS NO:</b><br>NA                                    |                              |

**HISTORY OF POSITION**

| <b>POSITION REF.</b> | <b>DATE OF VARIATION</b>                  | <b>DETAILS</b>                               |
|----------------------|-------------------------------------------|----------------------------------------------|
| New                  | OC Meeting No: 5-2024<br>dated 23.05.2024 | As a result of Reorganizational<br>Structure |

**2. PURPOSE**

There are five (5) investigative teams in the Complaints & Administrative Investigation Division. Team Four (4) is led by a Team Leader who is responsible for the effective and efficient management and operation of the team in compliance with the Human Resource Manual, the Standard Operating Procedures, the Strategic Plan, the IT Strategic Plan, the Ombudsplan and the External Relations Plan. The Investigator assists to ensure investigation of administrative complaints not excluding alleged breaches of laws, dysfunctional laws, maladministration, malpractice, wrong conduct and breaches of human rights by government bodies and agencies and their officials in all levels of the public sector are conducted efficiently and effectively in accordance with the *Constitution*, the *Organic Law on the Ombudsman Commission*, Standard Operating Procedures and other enabling 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*.
- 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 Standard Operating Procedures are followed.
- Develop and maintain a good working relationship with the Team Leader and or Director and report on the status and progress of investigations and other activities as required by the Team Leader and/or 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 Standard Operating Procedure and the Human Resource Manual 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 Members of the Commission, the 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 and the Annual Report as required by the Team Leader and/or Director.

#### 4. MAJOR DUTIES

- Assist Team Leader and Senior Investigators with remedial actions in respect of measures required to meet targets and performance criteria.
- Assist Team Leader with the Day-to-day operational decisions in respect of investigations and the work within the team.
- Writing reports, including Case Assessment Reports, Case Summaries and other investigative reports.
- Assist Team Leader and Senior Investigator conduct jail and cell and juvenile centres visits and inspections
- Assist Team Leader and Senior Investigator conduct human rights awareness and trainings.
- Assisting Team Leader and Senior Investigator contribute to Annual reports and State Report on United Nation Conventions and other related reports.
- New Case allocated is assessed, and a skeleton preliminary investigation report drafted together with the Investigation on the first day. On 14 days, the finalised PI report, the investigation plan and the draft Section 17(1) with inclusive or exclusive of Section 18(1) is submitted to TL.
- Ensure that the “Outcome Base” cases are investigated within a minimum of six months and maximum of twenty-four months (subject to SOP).
- Ensure that the “Report 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 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 2 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**

Pursuant to the powers bestowed on the Commission by sections 218 and 219 of the *Constitution*, the Complaints & Administrative Investigation Division has 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*. The Investigator reports to the Team Leader, Director Complaints & Administrative Investigation Division and/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**

- Senior Investigators
- Team Leaders
- Director
- Commission staff

#### **External**

- Assist Team Leader liaise and meet with external stakeholders and partners on issues relating to the Commission's roles and functions.
- Assist Team Leader participate in inter-government and anti-corruption agencies, human rights projects and programs as directed by the Commission as part of the Government's National Anti-corruption strategy.

### **5.2 WORK ENVIRONMENT**

- Investigator is a technical position that investigates complaints and manages case files allocated by the Team Leader.
- Investigator reports to the Team Leader.
- Team Leader reports to the Director Complaints & Administrative Investigations, the Members of the Commission or Secretary or Counsel in respect of administrative matters and constitutional matters, as the case may be.
- To the fullest extent possible the Director, Team Leaders and Senior Investigators should work directly with the Members of the Commission.

## 6. QUALIFICATIONS, EXPERIENCES AND SKILLS

### (a) Qualifications

Graduate Bachelor Degree in Law, Public Administration, Public Policy and Management, Humanities and Social Sciences or an equivalent field is necessary.

#### Knowledge

- A good understanding of computer applications is desirable.
- Work priorities that reflect the urgency and importance of specific tasks.

### (b) Skills

- Good writing and communication skills.
- Fair investigative and analytical skills
- Interpersonal, negotiation and interview skills.

### (c) 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.