



**OMBUDSMAN COMMISSION
OF PAPUA NEW GUINEA**

JOB DESCRIPTION

1. IDENTIFICATION

OMBUDSMAN COMMISSION	SEQUENCE NO: 21	POSITION NO: COS15
DESIGNATION/CLASSIFICATION:	Executive Officer to the Commission & Team Leader Team Two "B", Grade 12	
DIVISION: Office of Secretary	LOCAL DESIGNATION: Head Office – Port Moresby	
BRANCH/UNIT: Office of Secretary	REPORTING TO: Secretary to the Commission	POSITION NO: COS03
HIGHEST SUBORDINATE Monitoring & Transcribing Officer Senior Official Driver to the Chief Ombudsman Executive Secretary to Chief Ombudsman Executive Secretary to Ombudsman Executive Secretary to Ombudsman Driver to the Executive Service Division	POSITION NO: COS16 COS17 COS18 COS19 COS20 COS21	

HISTORY OF POSITION

POSITION REF.	DATE OF VARIATION	DETAILS
COS02	Commission meeting Decision on M5-2024 dated 23.05.2024.	Organizational Structure

2. PURPOSE

The core function of this position is to provide executive support to the Members of the Commission through the Secretary to the Commission, by administratively facilitating all aspects of assigned work in the Commission, including Minutes and Decisions of Commission Meetings and undertake other related duties as assigned by the Secretary to the Commission from time to time.

The Executive Officer provides a range of high level executive, secretariat, and project support services to the Commission including providing strategic advice, managing communications and implementing strategies to support the achievement of the organisation's operational objectives.

3. ACCOUNTABILITIES

- Co-ordinate and provide executive and secretariat support to the Members of the Commission and Secretary to the Commission.
- Work closely with Secretary to ensure proper agendas of meetings are produced, meetings are held on time, accurate and full Meetings Minutes are recorded, subscribed and circulated within two weeks of the Commission meeting date, and that meetings are held regularly.
- Ensure that the Meeting Decisions Monitor is made available in the next meeting. If any undue delay is experienced, notes are to be taken and an explanation given to the next meeting as to why it was not possible to implement the Decision.
- Prepare, manage and review the provision of high level communications and correspondence including briefings, reports, submissions and notes, to ensure their comprehensiveness, accuracy, and timeliness of them.
- Act as the Executive point of contact, liaise with stakeholders and action requests to coordinate communication and proactively ensure responses meet deadlines.
- Implement, monitor and report on strategic, operational and project plans to inform decision making and support achievement of organisational objectives.
- Research and prepare strategic advice, information and reports on diverse and complex policy, planning and operational matters to facilitate informed decision making and planning.
- Provide issues management and support, responding to emerging issues to ensure effective resolution with minimal risk to the organisation.
- Lead and/or contribute to projects to support the achievement of organisation level strategic and operational objectives.
- Develop and oversee the implementation and evaluation of administrative practices, systems and procedures to optimise efficiency and support the achievement of quality outcomes.
- Assisting the Secretary to the Commission through the Director in preparation of the monthly briefs to MoC on unit's task update and status.
- Assisting the Secretary to the Commission through Director prepare the Performance Management Review (PMR) report on quarterly basis.
- Conducting qualified annual appraisals of officers/subordinates.
- Compilation of the Units Annual Budget and Ombudsplan (Annual Activity Plan).
- Assist the Secretary to the Commission through the Director by contributing information for the write-up of the Commission's Annual Report and furnish to the Communication Officer through the Executive Services Manager on timely basis.
- Submitting the Team Two's attendance timesheets to the Secretary via the Director to the Commission to the Human Resources Manager on fortnightly basis for purpose payroll and of calculating man-hour loss.

4. MAJOR DUTIES

- Provide high level executive support to the Members of the Commission (MOC) Secretary to the Commission and the Director Executive Services to ensure priorities are met.
- Research and prepare reports and submission for review and presentation to the MOC, Secretary and Divisional Directors.

- Supervise and provide executive secretariat support in all aspects of work undertaken by Office of Secretary officers.
- Duties may include researching, drafting decision papers, meeting minutes and agendas.
- Liaise closely with Executive Secretaries for Members of Commission travel arrangements are on time.
- Liaise with Executive Secretaries on schedule activities and appointments; and
- Prioritise executive workload and provide other general administrative support to the MOC and Secretary to the Commission when required.
- Do Commission decisions immediately after each Commission meetings and ensure they are signed by MoC.
- Disseminate signed Commission decisions to appropriate action units through the respective divisional Director and Manager/Team Leader for their actions.
- Follow up on Commission decision implementation and report to the Commission in next commission meeting.
- Ensure compliance with S14(6) to have all minutes of Commission meetings maintained.
- Ensure monitoring, tracking and implementation of the Commission Decisions and report monthly to the Commission on status of the Decisions.
- Ensure the Monitoring & Transcribing Officer provides the transcribing scripts of the Commission meetings on a timely basis after any Commission meetings and for purposes of writing up of Commission Meeting Minutes.
- Other duties as directed by Secretary to the Commission through Members of Commission instructions.

5. NATURE AND SCOPE

The Executive Officer to the Commission performs advanced secretarial assignments, functioning as a management assistant.

At this level, the employee has increased responsibility in such areas as interpreting policies and procedures, interpreting the supervisor's point of view, and serving as liaison to staff and higher level management, researching and preparing materials for managerial decisions, and participating in other management assistant activities as identified.

5.1 WORKING RELATIONSHIP

(a) Internal

- Members of the Commission
- Secretary to the Commission
- Counsel to the Commission
- Divisional Directors
- Team Leaders/Managers and Officers of the Commission.

(b) External

- Relevant Government Bodies

- Represents the Secretary to the Commission where needed at all high level negotiations with other Government organisations and external agencies in matter relating to the effective and efficient operations of the Commission.

5.2 WORK ENVIRONMENT

Located within the Office of Secretary, under the Director Executive Services this is the role responsible for various administrative tasks as directed by the Secretary to the Commission through the Director.

6. QUALIFICATIONS, EXPERIENCES AND SKILLS

(a) Qualifications

Bachelor degree in Business Management, Human Resource, Economics, Commerce or Public/Business Administration with Masters or postgraduate qualifications is desirable.

(b) Knowledge

- Must have basic knowledge of contemporary leadership and equitable best management practises on all aspects of work.
- Sound knowledge of computer applications and fair knowledge on PSMA, PSGO, PFMA and other enabling legislations.
- Ability to analyse and assess services and operations for quality, efficiency, and effectiveness and to make recommendations for improvements.
- Ability to interpret and apply complex rules, regulations, policies, and procedures.
- Ability to abstract and present significant facts from data.
- Ability to coordinate work of the unit.
- Knowledge of organization, work flow, staffing, forms, and procedures.

(c) Skills

- Must have high level of interpersonal, negotiation, interview and communication skills.
- Demonstrated rational and realistic decisions making on reasonably complex and sensitive issues.
- Is able to provide steady volumes of work under pressure, meet deadlines and establish work priorities which reflects the urgency and importance of specific tasks.
- Apply high level interpersonal skills to internal and external clients
- Demonstrated high level analytical, negotiation and problem solving skills
- Well-developed computer skills with demonstrated experience in the Microsoft Office suite of products.
- Effectively handle highly confidential information with tact and discretion
- Excellent organizational and time management skills
- In-depth understanding of the entire MS Office Suit

(d) Work Experience

The position also requires substantial practical experience with at least years (5) years in a senior management position.

Must have work experience of over five (5) years or more in a supervisory or senior officer level in both public and private sector.



RICHARD PAGEN
CHIEF OMBUDSMAN

Date: 07/08/25



TABITHA SUWAE
OMBUDSMAN

Date: 04/08/25



KEVIN KEPORE
ACTING OMBUDSMAN

Date: 04/08/2025