



OMBUDSMAN COMMISSION OF PAPUA NEW GUINEA

JOB DESCRIPTION

1. IDENTIFICATION

OMBUDSMAN COMMISSION	Sequence. NO: 68	Position. NO: CPS10
DESIGNATION/CLASSIFICATION:	Human Resource Manager Cat "B", Gr12	
DIVISION: Corporate Services	LOCAL DESIGNATION: Head Office, Port Moresby	
BRANCH/UNIT: Human Resource	REPORTING TO: Director Corporate Services	POSITION NO: CPS01
HIGHEST SUBORDINATE Senior HRO (L&D) Senior HRO (Personnel) Senior HRO (Contracts) HRO (Payroll) HRO (OHS)	POSITION NO: CPS11 CPS13 CPS16 CPS18 CPS20	

HISTORY OF POSITION

POSITION REF.	DATE OF VARIATION	DETAILS
CPS10	OC Decision No. M5-2024 Of 23.05.2024	As a result of Mini-Reorganizational Structure

2. PURPOSE

The position manages all diverse range of human resources functions in relation to manpower planning and forecast, Ombudsman Terms and Conditions of Employment (OCTCE), human resources systems and processes, human resources capital and budget, review and development of relevant and appropriate policies, and provide periodic management reports for purpose of management consumption and forward planning purpose.

The position ensures retention strategies are installed through effective management of the terms and conditions of employment, regular incentives models are designed, create conducive environment for career progress through continuous streams of learning and development models. Importantly, the position is responsible for the management and implementation of the OCTCE.

3. ACCOUNTABILITIES

- The position is responsible for the management of the human resources unit in relation to the important human resources core responsibilities such as the management and implementation of the OCTCE, management of unit budget, human resources capital, assets, equipment and facilities, processes and systems, unit annual plans and build external relationship through partnership and network.
- The position ensure effective and efficient human resources services provided to management and staff.

- Assisting the Director in preparation of the monthly briefs to MoC on unit's task update and status.
- Assisting the 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 Director by contributing information for the write-up of the Commission's Annual Report and furnish to the Executive Services Division on timely basis.
- Submitting the Unit's attendance timesheets through the Director to the Human Resources on fortnightly basis for purpose of calculating monthly man-hour loss.
- Ensure that all vacancies are filled within eight weeks unless a Commission decision holds that position pending.
- Ensure that all contracts are managed subject to the SOP and the contract terms.
- Ensure that payroll is done with proper attentions given to the absenteeism.
- Ensure that annual "Learning and Development plan" is fully implemented.
- Ensure that the Learning and Development plan for the year is submitted in Admin matter meeting No:02 of each year.
- Ensure that Commission Decisions are implemented.
- Ensure that the Unit's Ombuds-calendar is produced
- Ensure that the SPA moderation is submitted in the Admin. matter meeting No:01 of each year
- Ensure that all staff records accurately recorded are up-dated to current.
- Ensure that the Time & Access report is produced to MOC monthly.

3. MAJOR DUTIES

- Manage manpower through recruitment and selection, career path plans, promotions and exit plans such as retirement, retrenchment programs and other exit options.
- Manage and implement the OC Officers Terms and conditions of employment. (OC Officers T&C)
- Manage and ensure consistent update of human resources information systems such as CHRIS21 and HR21 and ensure relevant modules are fully utilized and in full operation accessible by management and staff.
- Produce periodic management reports such as quarterly performance management reviews, quarterly budget reviews, monthly man-hour loss reports or other HR briefs for purpose of management consumption and planning.
- Manage performance management system and ensure annual staff and probationary appraisal process is completed within the approved timeline and for decision and implementation.
- Manage leave entitlements through the HR Information Systems (CHRIS21) and (HR21) and ensure leave liability minimised to avoid financial constraints on the budget.
- Provide advice to the Commission on OC Terms & Conditions of Officers' issues, consistent with relevant internal existing policies and the OC HR Manual and assist provide guidance on administration of staff matters.
- Develop and review policies on HRM topics and issues through market research and benchmark studies and ensure are in parity with best HR practices for effective management of staff issues.
- Develop Human Resources Plans in alignment to annual plan (OC Ombudsplan) and Strategic Plan and ensure effective management of the delivery of the plans including budget to achieve the desired outcomes.

- Develop a three (3) to five (5) years learning and development plan through a training and needs analysis (TNA) to address staff competency skills gaps and capacity issues and ensure delivery through the annual learning and development plan.
- Manage and administer staff contracts of employment in the most effective and efficient manner by ensuring that all staff on contract are on current contracts of employment.
- Manage HR Officers and work load through regular unit meetings, unit activity plan, mentor and provide guidance to staff to realise full potential and delivery of quality outcomes within timelines.
- Manage and administer policy on Occupational Health & Safety at workplace to ensure conducive work environment free of pertinent health issues and promote safety measures and awareness for staff and management.
- Administer awareness on cross -cutting issues through effective implementation of HIV/AIDS Work Place Policy to prevent and minimise risks to work force.
- Manage Human Resources Assets and report any defects for replenishment through the appropriate units responsible for assets.
- Manage and administer timely implementation of Commission decisions on administrative matters and report on the status of implementation.
- Administer and manage the Twinning Program between the Commonwealth ombudsman Office and Ombudsman Commission to address capacity issues for staff.
- Assisting Secretary in the disciplinary process of the Commission.
- Assist in the Quarter Budget Review through the compilation of periodic reporting to Department of Treasury and National Planning & Monitoring and the Law & Justice Sector.

4. NATURE AND SCOPE

The position advise the Commission on the terms and conditions of employment of Officers in the service of the Commission and ensure effective implementation of the OC Officers Terms and Conditions of employment Manual (OC T&C).

The position is a middle management position within Corporate Services Division and report directly to the Director Corporate Services and is responsible for management and supervision of ten (10) staff.

4.1 WORKING RELATIONSHIP

(i) Internal

- a. Report to Director Corporate Services.
- b. Secretary to the Commission
- c. Liaise with other corporate services unit managers, the executive and senior management team and HR staff.
- d. General staff

(ii) External

- a. Liaise with other Departments, Central Government Agencies, Law and Justice Sector, Ombudsman Offices and other relevant stakeholders and partners.

4.2 WORK ENVIRONMENT

The position assists and supports the Secretary to the Commission through Director Corporate Services to implement the strategic plan and Ombudsplan key result areas on all aspects of human resources functions and to deliver within the budget.

The key primary responsibility is to ensure effective and efficient implementation of the OC Human Resources Manual.

5. QUALIFICATIONS, EXPERIENCES AND SKILLS

(a) Qualifications

- Bachelor degree in Human Resources Management or Organisational/ Industrial Psychology or Public Administration or business management.
- Member of the Papua New Guinea Human Resources Institute (PNGHRI)

(b) Knowledge

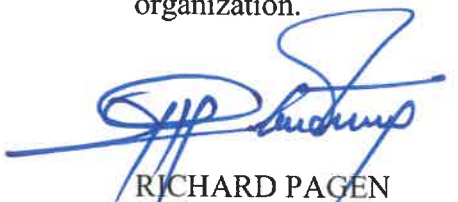
- Conversant and knowledgeable with best human resources practices
- Conversant with human resources laws, policies and practices
- Human Resources Information System such as CHRIS21 and HR21
- Contemporary management and leadership modern practices
- Good knowledge and familiar with Public Service (Management) Act and Public Service General Orders, Public Finance (Management) Act
- Strategic management

(c) Skills

- Proven Management and Leadership skills
- Good written and oral communication skills
- Computer literate in MS applications, power point etc
- Report writing skills
- People management skills
- Organization and planning skills
- Learning and Development Skills

(d) Work Experience

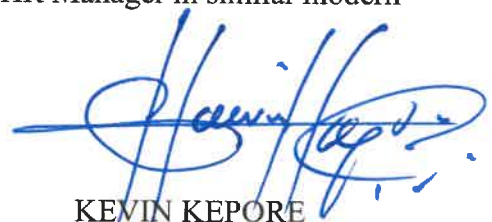
- At least five (5) years of related work experience as a HR Manager in similar modern organization.


RICHARD PAGEN
CHIEF OMBUDSMAN

Date: 07/08/25


TABITHA SUWAE
OMBUDSMAN

Date: 04/08/25


KEVIN KEPORE
ACTING OMBUDSMAN

Date: 04/08/2025