



PAPUA NEW GUINEA PUBLIC SERVICE

JOB DESCRIPTION

1. IDENTIFICATION

AGENCY: PERSONNEL MANAGEMENT	SYS. POSN. NO: 1490000424	REF. NO: DPM 09-62
OFFICE:	DESIGNATION/CLASSIFICATION: ADVISOR Grade 13	
DIVISION: SOUTHERN REGIONAL OFFICE	LOCAL DESIGNATION: HR CLIENT SERVICE ADVISOR	
BRANCH: HUMAN RESOURCE ADVISORY SERVICE	REPORTING TO: SNR HR CLIENT SERV, ADVISOR	SYS. POS. NO: REF. NO: DPM 09-61
SECTION:	LOCATION: WAIGANI	

HISTORY OF POSITION

FILE REF.	DATE OF VARIATION	DETAILS
	Refined structure approved 02 July 2020.	Abolish/Create.

2. PURPOSE

Responsible to the Senior Client Service Advisor to ensure appropriate HR advice, business process systems, principles and practices are systematically provided to line agencies in the Public Service.

3. DIMENSIONS

Financial - Nil	Staff supervised - Nil	Others - Nil
-----------------	------------------------	--------------

4. PRINCIPLE ACCOUNTABILITIES

- 4.1 Effective sound advice and accurate interpretation of the Public Service (Management) Act 2020, Public Finance Management Act, Public Service General Orders (2012) to clients.
- 4.3 Effective client service on all matters relating to organization design, development and changes, recruitment, selection, new hires, redundancies and retrenchments.
- 4.4 Effective maintenance of the Client Help Desk.
- 4.5 Effective implementation of public service redundancy program.
- 4.8 Effective reporting on section activities

5. MAJOR DUTIES

- 5.1 Provide sound interpretation and advice to clients on HRM policies, acts, practices and processes.
- 5.2 Provide information and advice to assist clients comply with matters relating to organization

design, development and changes, recruitment, selection, new hires, redundancies and retrenchments.

- 5.3 Implement and maintain the Client Service Help Desk to achieve timely results.
- 5.4 Administer the sector redundancy programs under the relevant policies.
- 5.5 Administer OD matters, recruitment & selection and new hires.
- 5.6 Participate in other cross functional activities within the division as and when required.
- 5.7 Provide progressive weekly activity report on all assigned activities.

6. NATURE AND SCOPE

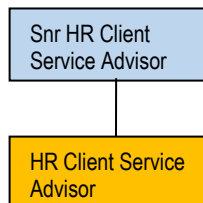
The job focuses on provision of advisory services as well as compliance checks under taken on client services relating to Human Resource matters in compliance with Public Service Management Act, Public Service General Orders (2012) and HR Business Process.

The scope of job is limited to Provincial Administrations, Public hospitals, PHAs and National departments.

6.1 WORKING RELATIONSHIPS

(a) Internal

- This is one of the positions that reports directly to the Senior Client Service Advisor.



- Consults and liaises with officers at the level within the division and other relevant DPM divisions (Industrial & Employee Conditions, MIS).

(b) External

- The incumbent as and when required liaises and consults with counterparts from the other line agencies in the Region.

6.2 WORK ENVIRONMENT

The position is administrative and is located in Waigani however, when required, official visits to government agencies within Southern Region is inevitable.

7. CONSTRAINTS FRAMEWORK AND BOUNDARIES

Rules/procedures – Job operates within the precincts of the Public Service (Management) Act 2020, Public Service General Order, Code of Conduct and Business Ethics, Public Finance (Management) Act, DPM Circular Instructions. Constraints will be due to amendments to policies and legislations and restrictions imposed through government circulars and instructions like redrafting of human resource management policies, practices and procedures.

Decision- Effective and appropriate advice on the implementation processes relating to delegated powers from the Secretary under Section 23 of the Public Service (Management) Act and allocation of work assignments to subordinate officers.

Recommendations - Facilitate effective approval process on OD practices by the Region Agencies.

8. CHALLENGES

Key challenges for the job include: effective implementation of the sector annual work plan, timely, effective and efficient execution of client service reviews and resource constraints.

9. QUALIFICATIONS, EXPERIENCES AND SKILLS

(a) Qualifications

- A minimum requirement of Bachelor's Degree in HRM/ Public administration from a recognized institution or related field with relevant experiences can be considered.

(b) Knowledge

- Public Service Management Act (2020)
- Public Service General Orders and Business Process
- Public Service Policies, Procedures, Practices and systems
- Industrial Law/Awards
- District Development Authority Act

Skills

- Written and oral (presentation) communication
- Interpretative and research
- Public relations and inter-personal
- Investigation and negotiation
- Analytical
- Computer

(c) Experience

A minimum of 3-5 years of work experience in the area of HRM and in particular HR policy, processes and client service help desk.