

JOB DESCRIPTION

| POST DESCRIPTION | | | |
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| 1 | Ministry/Department: Office of the Ombudsman | | |
| 2 | Job Title: Assistant Secretary | | |
| 3 | Band: L Salary: \$ 22,133 - \$ 33,194 per annum | Post Number: 1 | Location: Nuku'alofa |
| 4 | Purpose: <ul style="list-style-type: none"> • Responsible for providing of administrative support and office management support to the Ombudsman on a one to one basis. | | |
| 5 | Key Results Area | Key Performance Indicators | |
| 5.1 | Administration <ul style="list-style-type: none"> • Devising and maintaining office systems, including data management and filing • Carrying out background research and presenting findings to the Ombudsman • Producing documents, briefing papers, reports and presentations • Draft letters and documents to be sent to Government Officials and Ministers; this includes cover letters for reports | <ul style="list-style-type: none"> ○ • 95% accuracy in setting up system to ensure office management is efficient • 90% timeliness and accuracy • 90% timeliness and 95% accuracy in typing | |
| 5.2 | Organizing <ul style="list-style-type: none"> • Arranging travel, visas and accommodation • Screening phone calls, enquiries and requests and handling them when appropriate • Organizing meetings and ensuring that the Ombudsman is well prepared for the meeting • Dealing with incoming email, faxes and post • Organizing and maintaining diaries and making appointments | <ul style="list-style-type: none"> ○ • 90% accuracy in personal arrangements for Ombudsman • 90% accuracy • 90% accuracy in meetings being organized • 90% accuracy of recording of inward correspondences • 90% accuracy in diarizing and appointments | |
| 5.3 | Personal <ul style="list-style-type: none"> • Meeting and greeting visitors at all levels of seniority • Liaising with clients, suppliers and other staff | <ul style="list-style-type: none"> ○ • Operate in a customer friendly and timely manner. • Contribute to weekly meeting conducted by the Head of Division. | |
| 5.4 | Relationship <ul style="list-style-type: none"> • Monitoring • Evaluating • Correcting • Reporting | <ul style="list-style-type: none"> • Weekly report on duties for the Ombudsman to Head of Corporate Division. • Weekly meetings and reporting to the Head of Corporate Division • 90% Timeliness • Accuracy of information provided. | |
| 6 | Reports Directly to: | Chief Executive Officer | |
| 7 | PERSON SPECIFICATION FOR THIS POSITION | | |

| | <u>Core Competencies (Communication / Language / Personal Attributes)</u> | <u>Key Performance Standards</u> |
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| | Communication | <ul style="list-style-type: none"> • Communicates effectively with individuals up, down, and across the organization. • Resolves conflict in an appropriate manner and deals tactfully with differences of opinion. • Effectively channels communication with all those who need to be informed and handles sensitive information appropriately. |
| | Interpersonal Skills | <ul style="list-style-type: none"> • Actively shares information with appropriate people and checks for understanding where necessary • Presents clear, courteous and concise oral and written communications • Engages positively and persuasively with program stakeholders as appropriate. • Develops rapport with people at all levels inside and outside the organization to further the goals of the organization. |
| | Integrity / Accountability | <ul style="list-style-type: none"> • Seeks to achieve results which are in the best interest of the Division and the OMB Office. • Uses honesty and appropriate disclosure with clients, OMB Office employees, and management. • Complies with all Internal Policies developed and approved by the CEO of OMB • Accepts responsibility and acknowledges problems or mistakes and commits to necessary corrective action. • Taking personal accountability for all aspects of their work and self-managing to improve their own and team performance |
| | Results Orientation | <ul style="list-style-type: none"> • Delivers high quality results on time. • Overcomes roadblocks/setbacks to deliver results. • Identifies problems early and takes appropriate action. • Thinks outside of the box to achieve best results for internal/external clients. |
| | Teamwork and Collaboration | <ul style="list-style-type: none"> • Demonstrates ability to get along with others/is respectful of co-workers and promotes teamwork. • Takes the initiative to make things better seeks out/accepts new or additional responsibilities readily. • Is open with other team members about his/her concerns • Actively shares information with appropriate people and checks for understanding where required |

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| | Customer Focus (internal and external) | <ul style="list-style-type: none"> • Takes personal responsibility for ensuring any issues raised by customers are responded to promptly. • Accepts responsibility for mistakes, apologies and makes suitable and timely amends • Treats all clients with respect and cultural awareness |
| | Self Confidence and Assertiveness | <ul style="list-style-type: none"> • Displays confidence in interacting with people at all levels of responsibility, and in all parts of the organization. • Deals constructively with failures and mistakes and addresses conflict directly to resolve issues in a timely fashion. |
| | Build Individual capacity | <ul style="list-style-type: none"> • Seeks to continue developing new skills to adapt to a changing environment and for personal/professional growth. |
| | Working Conditions | <ul style="list-style-type: none"> • 8:30am to 4:30pm weekdays. • Must be punctual and not absent from work without appropriate authorisation • Must be able to work occasional long hours and overtime as/when required. • Must be able to travel to the Outer Islands from time to time and be able to represent the OMB Office/Government of Tonga on occasional regional and international travel. |
| 7.2 | Special Skills: | <ul style="list-style-type: none"> • Essential: Computer literate • Desirable: Knowledge of Government operations & decision processes. |
| 7.3 | Education and Experience: | <ul style="list-style-type: none"> • Essential: Must pass PSSC or its equivalent with good grades in English, Mathematics and Computer . • At least 3 years experience in related field |
| 7.4 | Communication and Language Skills: | <ul style="list-style-type: none"> • Essential: Must be fluent in both English & Tongan languages (written and oral) |
| 7.5 | Personal Attributes: | <ul style="list-style-type: none"> • Essential: Highly motivated, loyal, well organized and hardworking, honest and a person of integrity. |