



JOB DESCRIPTION

JOB TITLE: Director - Corporate Affairs		
DIVISION: Corporate Affairs	BRANCH: Management	SECTION: Corporate Affairs
REFERENCE NUMBER: TPA.12	DESIGNATION/CLASSIFICATION: Director - Corporate Affairs, Grade 12	POSITION No.: CAD.038
REPORTING TO: Chief Executive Officer	DIRECT REPORTS: HR, IT, Payroll, Admin, Human Resources, Business Development, Accounts	LOCATION: Port Moresby
COMPILED BY: Human Resource Officer Date:	AGREED BY EMPLOYEE: Director - Corporate Affairs Date:	APPROVED BY: Eric Mossman Uvovo Chief Executive Officer Date:

POSITION SUMMARY:

- The purpose of the Director - Corporate Affairs position is to provide leadership and management to the Corporate Affairs team by ensuring quality and efficient service output is achieved in line with the Divisions and Corporate Strategic Business Plans;
- The Director - Corporate Affairs is responsible for leading and managing a small multi-disciplinary team including HR, ICT, Admin, Finance, and Facilities responsible for customer-focused Corporate Affairs that enable PNGTPA to meet its objectives;
- The role provides timely, expert, and strategic information and advice to PNGTPA's CEO and Senior Executive Team to facilitate effective decisions;
- The role sets the Corporate Affairs group's strategies and directions and allocates priorities and resources within Corporate Affairs;
- The role is a member of the Executive Leadership team and contributes to organizational decision-making, planning, and continual improvement. The role is fully accountable for the quality, integrity, and validity of information and advice provided;
- The incumbent will be an advocate for PNGTPA and will work closely with other Directors of the executive team to achieve and maintain the excellence standards set forth by Papua New Guinea Tourism Promotion Authority.

KEY FUNCTIONS AND RESPONSIBILITIES

Strategic Planning and Management

- Contribute to corporate planning processes by working with the Chief Executive Officer to formulate corporate service strategies, key performance expectations, corporate service plans, and monitoring systems to ensure they are effective and meeting division and organizational objectives;
- Plan, develop, and implement strategies for Corporate Affairs Division to meet departmental performance plans within agreed budgets and timescales. This includes the development of a five (5) year Strategic Plan;
- Contribute to the Corporate strategic planning and development as an executive team member by participating in the corporate planning meetings and disseminating corporate information;
- Provide strategic advice, guidance, assistance, and support to inform, develop and execute business strategies;

Human Resource Management and leadership

- Facilitate, liaise and maintain communications with divisions in ensuring correct procedures are followed in the areas of finance, HR & Administration, and Information Technology;
- Coach and mentor staff and encourage professional development and continuous learning;
- Provide timely, constructive, and objective feedback to staff;
- Address and resolve team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way;
- Implement performance development frameworks to align workforce capability with the organization's current and future priorities and objectives;
- Ensure that the divisional structure is aligned with the organization's goals and responds to changes over time;
- Engage in strategic workforce planning, and strategic resource utilization to ensure the achievement of both the Organization's aims and goals and government's objectives;
- Inspire and motivate, provide direction and manage performance and development;
- Act as a role model to lead exemplary customer-focused corporate and support services.
- Align workforce resources and talent with organizational priorities;

Financial Management

- Develop, maintain and monitor the PNGTPA annual budget and expenditures;
- Maintain dialogue with the Department of Finance & Treasury on all financial management procedures and budgets;
- Maintain dialogue with the Auditor General's Office, IRC Tax Advisors, and Department of Personnel Management on matters relating to TPA accounts or other related issues;
- Provide various advice on financial and policy matters to the CEO and other divisional managers;
- Build and develop collaborative relationships to partner with a range of stakeholders including industry teams and manage relationships effectively to balance conflicting priorities and influence decisions regarding financial management;
- Prepare and present for the approval of the CEO an annual budget strategic plans and all other documents as may be required from time to time by the CEO;
- Ensure to maintain the division's expenses within budget;
- Improve or reduce operational spending by developing and implementing cost-effective methods
- Develop, implement and monitor processes and procedures around the creation of monthly forecasts.
- Provide advice if and when required on all matters of the division especially finance;

Policy & Planning

- Lead the development, review, and implementation of policies, procedures, and systems;
- Review and develop a staffing plan including an organizational chart for PNGTPA
- Ensure that policies and procedures are regularly reviewed and updated as necessary in line with changing business needs;
- Assist management and staff with interpreting and applying all Human Resource Management and Corporate policies and procedures;

General Duties

- Lead the strategic direction, planning, decision making and overall performance of the Corporate Affairs Division including HR, ICT, Procurement, Finance, and Facilities to ensure Corporate Affairs align with business needs and organizational objectives;
- Lead the operation of the risk and internal audit function;
- Develop and implement a business partnering approach across Corporate Affairs and with the Customer Service Cluster (through the integrated service offerings) to ensure that it meets the businesses' needs;
- Build and develop relationships with key external stakeholders including the PNG Gov't and the Customer Service Cluster to ensure transparent service provision (where applicable), communication, and collaboration regarding strategic issues;
- Lead and manage a small multi-disciplinary team of professional employees including providing direction, work allocation, professional development, and performance management to ensure that staff deliver high-quality outcomes and develop the capabilities to meet current and future needs;

- Direct the delivery of high-quality strategic reporting and analysis to ensure the key strategic and operational decisions of TPA are informed by high-quality information and to meet the external reporting requirements associated with the role;
- Oversee the development of partnering with members of TPA's senior executive team to identify targeted HR strategies and programs aligned to current and future business needs;
- Oversee the contract management of TPA's outsourced support functions including ICT, shared services, integrated services, and facilities/accommodation, and oversee procurement and contract management advice and support to TPA's managers to ensure value for money outcomes aligned to public sector policies;
- Lead the development, implementation, and maintenance of corporate policies, procedures, and systems to ensure compliance with all legislative, administrative, and professional requirements;
- Participate as an Executive Leadership team member and contribute to organizational decision-making, planning, and continual improvement to efficiently and effectively deliver programs that support organizational priorities.

Quality Customer Service

- Ensure regularly meet with Corporate Affairs staff and executive managers to obtain feedback on corporate service systems and areas for development, and act on customer feedback to improve corporate service systems, processes, and procedures
- Ensure to identify and develop opportunities to provide quality and exceptional service to internal and external customers that benefit the organization

Team Work and Co-operation

- Ensure that the Corporate Affairs teamwork and corporate with other team members with honesty and respect.
- Create a high-performing team culture in the Corporate Affairs Division to meet and exceed customer expectations.

Occupational Health and Safety

- Lead in monitoring all aspects of OHSE in the organization and ensure that all work processes and systems are in compliance with PNGTPA OHSE procedures and report any concerns to the relevant staff and/or safety representatives.
- Perform duties safely and responsibly by PNGTPA OHSE policies.
- Identify and develop Human Resources Risk Management strategies to safeguard the commercial interests of PNGTPA.

Quality of Work

- Ensure to coach and lead employees to display quality work that reflects high professional standards and a high degree of accuracy.

Continuous Improvement

- Ensure to encourage and guide employees to create a culture of high performance and continuous improvement in the Corporate Affairs Division to meet and exceed customer expectations.

ESSENTIAL REQUIREMENTS – (must cover Qualifications, Education, & Experience, knowledge, attitude, skills, and habits).

- Bachelor's Degree in Business Management, Public Administration, Public Policy, or related field;
- Minimum 10 - 15 years of work experience in a similar capacity in the public or private sector
- Experience in various Financial/Accounting practices and procedures;
- Demonstrated experience at the senior executive level in Corporate Affairs for a diverse, complex organization;
- Strong working background in Public Services Financial Manual, Public Services Management Act.
- Extensive knowledge and experience in the tourism industry in PNG.
- Excellent program planning, management, and leadership skills.
- Ability to communicate (oral and written)
- Ability to communicate and work effectively with key stakeholders of the organization
- Ability to resolve conflict, handle complaints and manage complex situations;