

JOB DESCRIPTION

JOB TITLE: SENIOR HUMAN RESOURCES OFFICER		
DIVISION: Corporate Affairs	BRANCH: Human Resources & Administration	SECTION: Corporate Affairs
REFERENCE NUMBER: TPA.10	DESIGNATION/CLASSIFICATION: Senior Human Resources Officer, Grade 10	POSITION No.: CAD.047
REPORTING TO: Director - Corporate Affairs	DIRECT REPORTS: HR, Payroll, Admin, HR Training,	LOCATION: Port Moresby
COMPILED BY: Human Resource Officer Date:	AGREED BY EMPLOYEE: Senior Human Resources Officer Date:	APPROVED BY: Director - Corporate Affairs Date:

POSITION SUMMARY:

- To effectively implement administration and HR Policies to improve and promote staff performance and welfare thus contributing towards the achievement of the goals of Papua New Guinea Tourism Promotion Authority;
- The purpose of the Senior Human Resources Officer position is to provide leadership and management to the human resources and administration team by ensuring quality and efficient service output is achieved in line with the Corporate Service Division and Corporate Strategic Business Plans;

KEY FUNCTIONS AND RESPONSIBILITIES

Strategic Planning and Management

- Contribute to divisional planning processes by working with the Director - Corporate Affairs 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 Human Resource & Admin Section to meet departmental performance plans within agreed budgets and timescales. This includes the development of annual Strategic Plans.
- Contribute to the Corporate Affairs strategic planning and development as a senior member by participating in the corporate planning meetings and disseminating corporate information.
- Provide advice, guidance, assistance, and support to inform, develop and execute business strategies.

Human Resource Management and leadership

- Facilitate, liaise and maintain communications with divisions to ensure correct procedures are followed in the areas of HR, Payroll & Administration;
- Refine roles and responsibilities over time to achieve better business outcomes;
- Recognise talent, develop team capability and undertake succession planning;
- 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;
- Act as a role model to lead exemplary customer-focused corporate and support services;
- Align workforce resources and talent with organizational priorities;

Human Resources Training & Development

- Co-ordinate and implement all T&D programs, internal and external, in consultation with the Director - Corporate Affairs;
- Liaise with Aid Organisation, Government Development, and Other Statutory Authorities on matters relating to training and development, nominations, etc;
- Organise placement of staff on training programs, workshops, and seminars as and when required;
- Prepare organizational Training Plan in consultation with Divisional Heads;
- Assist the Divisional Heads in identifying and planning the career development of staff;
- Prepare reports and provide recommendations to Director - Corporate Affairs and Chief Executive Officer for appropriate staff development and training;
- Assist in the preparation of procedural manuals;

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

- Co-ordinate all recruitment activities from placement of advertisements to actual recruitment;
- Implement all salaries, benefits, and allowances for all staff including various leave applications, overtime, HDA, and associated matters;
- Assist the Director - Corporate Affairs to review, from time to time all salary and designation variations, HDA, overtime, and various allowances received by staff;
- Assist the Director - Corporate Affairs in implementing establishment and organizational restructuring activities;
- Prepare various reports on human resources as and when required by Director - Corporate Affairs;
- Analyze assessment of staff performance through the staff appraisal scheme and course reports;
- Lead, coordinate and implement annual staff assessment scheme;
- Liaise and coordinate with directors and team leaders on human resource policy matters;
- Provide HR administration support and guidance to managers, team leaders, and staff during the recruitment, training, performance appraisal process, etc.;
- Lead and coordinate the induction schedule for new employees;
- Update HR statistics and reporting documents (either manual and/or computerized) to retain confidential data and provide information as required by the Director - Corporate Affairs;
- Ensure up to date employees' records are maintained;
- Lead and coordinate Performance appraisal, process and file relevant documents;

Quality Customer Service

- Ensure regularly meet with Human Resources & Admin staff and directors 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 an exceptional service to internal and external customers that benefit the organization;

Team Work and Co-operation

- Ensure that the Human Resources & Admin teamwork and corporate with other team members with honesty and respect.
- Create a high-performing team culture in the Human Resource & Admin Section to meet and exceed customer expectations.

Occupational Health and Safety

- Perform duties in a safe and responsible manner in accordance with PNGTPA OHSE policies.
- Identify and develop Human Resources Risk Management strategies to safeguard the commercial interests of PNGTPA.

Quality of Work

- Ensure lead Human Resources & Admin staff display quality work that reflects high professional standards and a high degree of accuracy.

Continuous Improvement

- Ensure encourage and guide the Human Resources & Admin team 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/HR Management, Public Administration, Public Policy, or related field;
- Minimum 5 years of work experience in a similar capacity in the public or private sector
- Demonstrated experience at the senior HR officer level in a diverse, complex organization;
- Strong working background in Public Services General Orders, and Public Services Management Act.
- Sound knowledge and experience of 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;