



JOB DESCRIPTION

JOB TITLE: DIRECTOR – POLICY & PLANNING		
DIVISION: Policy & Planning	BRANCH: Management	SECTION: Policy & Planning
REFERENCE NUMBER: TPA12	DESIGNATION/CLASSIFICATION: Director – Policy & Planning, Grade 12	POSITION No.: PPD.057
REPORTING TO: Chief Executive Officer	DIRECT REPORTS: Senior Policy Analyst & Senior Planning/Project Officer	LOCATION: Port Moresby
COMPILED BY: Human Resource Officer Date:	AGREED BY EMPLOYEE: Director – Policy & Planning Date:	APPROVED BY: Eric Mossman Uvovo Chief Executive Officer Date:

POSITION SUMMARY:

- The Director - Policy & Planning is responsible for the operations of Policy & Planning Division functions.
- The main purpose of this position is to review, analyze and compile Tourism Policies and Procedures, recommend changes and enhancement to improve operational effectiveness, clarity, consistency, and adherence to the core function of PNG Tourism Promotion Authority;
- 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 Policy & Planning group's strategies and directions and allocates priorities and resources within Division;
- 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 staff 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 Policy & Planning 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 Tourism Policy & 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;
- 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

- 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 tourism policies, procedures, and systems;
- 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 Tourism policies and procedures;

General Duties

- Lead the strategic direction, planning, decision-making, and overall performance of the Policy & Planning Division to ensure Policy & Planning align with business needs and organizational objectives;
- Prepare various submissions, ministerial statements, and speeches and also provide policy advice to the Management if and when needed;
- Ensure all NEC/CACC submissions are done for each ministerial statement for presentation;
- Represent PNG Tourism Promotion Authority in Regional and International meetings such as Proinvest, EPA EU-PACP, SPTO, APEC, etc;
- Identify Regional/National projects/programs where PNGTPA would participate and benefit from these Regional Organizations;
- Maintain regular interactions with the Government Line Agencies, Provincial Tourism Officers and Bureaus, Statutory Authorities, and PNG Tourism Industry Association for the successful and smooth operation of tourism projects;
- Review and compile the divisional annual budget from time to time;
- Oversee the supervision of divisional staff and manage staff performance and reporting;
- 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 tourism policy issues;
- Lead and manage a team of policy and planning officers 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 decision-making and analysis to ensure the key strategic and operational decisions of PNGTPA are informed by high-quality information and to meet the external reporting requirements associated with the role;
- 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.
- And any other tasks as directed by the Chief Executive Officer

Quality Customer Service

- Ensure regularly meet with Policy & Planning staff and executive managers to obtain feedback on tourism policy and planning service systems and areas for development, and act on customer feedback to improve 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 Policy & Planning teamwork and corporate with other team members with honesty and respect.
- Create a high-performing team culture in the Policy & Planning Division to meet and exceed customer expectations;

Occupational Health and Safety

- Lead in monitoring 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 Policy & Planning 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;
- Master's in Business Management, Public Administration, Public Policy, or related field is preferable;
- Minimum 10 - 15 years of work experience in a similar capacity in the public or private sector
- Experience in various Policy Development and Planning practices and procedures;
- Demonstrated experience at the senior executive level in Policy Development 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;