

JOB DESCRIPTION

JOB TITLE: SENIOR PLANNING & PROJECT OFFICER		
DIVISION: Policy & Planning	BRANCH: Management	SECTION: Monitoring & Evaluations Officer
REFERENCE NUMBER: TPA10	DESIGNATION/CLASSIFICATION: Senior Monitoring & Evaluations Officer, Grade 10	POSITION No.: PPD.063
REPORTING TO: Director – Policy & Planning	DIRECT REPORTS: Monitoring & Evaluation Officers	LOCATION: Port Moresby
COMPILED BY: Human Resource Officer Date:	AGREED BY EMPLOYEE: Senior Monitoring & Evaluations Officer Date:	APPROVED BY: Director - Policy & Planning Date:

POSITION SUMMARY:

- The Senior Monitoring & Evaluations Officer is primarily responsible for developing, coordinating and implementing effective monitoring and evaluation systems to measure the performance, effectiveness, efficiency and impact of PNG Tourism Promotion Authority programmes, projects, policies and strategic initiatives, and advising the Director – Policy & Planning on performance and results;

KEY FUNCTIONS AND RESPONSIBILITIES

Strategic Planning and Management

- Contribute to corporate planning processes by working with the Director – Policy & Planning to formulate divisional service strategies, key performance expectations, divisional plans, and monitoring systems to ensure they are effective and meeting division and organizational objectives;
- Assist Director – Policy & Planning to plan, develop, and implementing 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 a senior team member by participating in the divisional planning meetings and disseminating information;
- Provide strategic advice, guidance, assistance, and support to inform, develop and execute business strategies within the division;

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;
- Provide timely, constructive, and objective feedback to Policy & Planning Team;
- Provide necessary information, logistics and support for the successful implementation of the Tourism Sector Development Plan (TSDP);

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, staff and stakeholders with interpreting and applying all Tourism policies and procedures;

General Duties

- Develop, implement and maintain effective monitoring and evaluation frameworks, systems, tools and processes for PNGTPA programmes, projects, policies and strategic initiatives;
- Develop appropriate performance indicators, targets, baselines and measurement methodologies to monitor progress against corporate and divisional plans;
- Coordinate the collection, consolidation, verification and analysis of performance data from all divisions to assess progress against approved annual work plans, budgets, KPIs and strategic objectives;
- Monitor the implementation of the PNGTPA Corporate Plan, Annual Business Plan, Tourism Sector Development Plan and other relevant strategies and provide regular performance updates to management;
- Lead the preparation of quarterly, half-yearly and annual performance monitoring and evaluation reports for management, the Board and other relevant stakeholders;
- Establish and maintain an effective performance reporting system to ensure timely and accurate reporting of organisational results;
- Conduct programme and project evaluations to assess relevance, effectiveness, efficiency, sustainability and impact and provide recommendations for improvement;
- Undertake baseline studies, periodic reviews, outcome assessments and post-implementation evaluations as required;
- Identify implementation gaps, performance risks, emerging issues and areas of underperformance and recommend appropriate corrective actions;
- Work closely with divisional managers and officers to strengthen monitoring, evaluation, reporting and performance management practices across PNGTPA;
- Provide technical advice and guidance to divisions on the development of measurable objectives, KPIs, performance indicators, data collection methods and reporting requirements;
- Develop and maintain databases, performance dashboards and other reporting tools to support evidence-based management decision-making;
- Ensure the quality, reliability, consistency and integrity of performance and monitoring data submitted by divisions;
- Analyse quantitative and qualitative information and translate findings into clear reports, recommendations and management actions;
- Coordinate stakeholder consultations and obtain relevant information and feedback to support monitoring and evaluation of tourism programmes and initiatives;
- Monitor the implementation and outcomes of tourism development programmes and projects undertaken in partnership with government agencies, provinces, industry stakeholders and development partners;
- Liaise with relevant government agencies, provincial tourism offices, industry associations, development partners and other stakeholders on monitoring, evaluation, performance measurement and reporting matters;
- Support the preparation of submissions, Board papers, ministerial briefs, management reports, speeches and other corporate documents requiring performance and results information;
- Assist in identifying lessons learned, good practices and areas for organisational improvement and ensure these are incorporated into future planning and programme implementation;
- Ensure monitoring and evaluation findings are communicated effectively to relevant management and operational teams to support evidence-based decision-making;
- Assist Director – Policy & Planning in reviewing divisional budgets, work plans and performance reports to ensure alignment between resources, activities, outputs and expected outcomes;
- Represent PNG Tourism Promotion Authority at relevant inter-agency, national, regional and international meetings, workshops, seminars and forums relating to monitoring, evaluation, tourism planning and performance management;
- Assist in the preparation and review of Tourism Policies, plans and strategies by providing relevant performance evidence, analysis and recommendations;
- Oversee the supervision of the Monitoring & Evaluation team;
- Undertake specific projects and any other duties assigned by the Director – Policy and Planning.

Quality Customer Service

- Ensure regularly meet with Policy & Planning staff and other divisions 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

- Assist 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;
- Minimum 5 - 10 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 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;

