



JOB DESCRIPTION

JOB TITLE: SENIOR PROVINCIAL LIAISON OFFICER		
DIVISION: Provincial Coordination & Product Development (PCPD)	BRANCH: Management	SECTION: Provincial Liaison
REFERENCE NUMBER: TPA. 10	DESIGNATION/CLASSIFICATION: Senior Provincial Liaison Officer, Grade 10	POSITION No.: PCPD.066
REPORTING TO: Director – Provincial Coordination & Product Development	DIRECT REPORTS: Senior Provincial Liaison Officer	LOCATION: Port Moresby
COMPILED BY: Human Resource Officer Date:	AGREED BY EMPLOYEE: Senior Provincial Liaison Officer Date:	APPROVED BY: Chief Executive Officer Date:

POSITION SUMMARY:

- The Senior Provincial Liaison Officer is responsible for providing technical advice for provincial liaison of tourism product development in the provinces and conforming to acceptable industry standards.

KEY FUNCTIONS AND RESPONSIBILITIES

Strategic Planning and Management

- Contribute to corporate strategic planning and development by working with the Director – PCPD to formulate divisional strategies, key performance indicators, divisional plans, and monitoring and evaluation to ensure they are effective and meeting division and organizational objectives;
- Assist Director – PCPD to plan, develop, and implement strategies for the Division to meet performance plans within agreed budgets and timescales.
- Provide strategic advice, guidance, assistance, and support to inform, develop and execute business strategies within the division;

Corporate Governance and Leadership

- Ensuring compliance to corporate policies and procedures;

General Duties

- Commit to achieve the corporate vision and mission of the organization
- Prepare submissions to provincial governments and other organizations in relation to tourism product, facilities and support infrastructure development;
- Liaise with tourism industry members to gauge their views and opinions on the development of tourism products and services in the provinces;
- Formulate MOUs with Provincial and other government agencies relating to tourism product development and awareness;

- Provide necessary information, logistics and support for the successful implementation of Tourism Sector Development Plan(s).
- Provide necessary advice, support and coordination for the implementation of the product development strategy and/or other relevant strategies; Coordinate educational support to meet and maintain accreditation standards;
- Liaise with Marketing and Promotions Division on those products and services that are market ready;
- Provide regular monitoring and evaluation reports as and when required;
- Assist Director Provincial Coordination and Product Development review and compile divisional annual budget, work plans, and quarterly reports;
- Represent PNG Tourism industry in economic sector meetings domestically
- Represent PNG Tourism industry in regional meetings, negotiations, workshops, seminars, and conferences relating to product development.
- Oversee the supervision of divisional staff.
- Model good governance by behaving ethically at all times.
- Undertake any other tasks as directed by the Director Provincial Coordination and Product Development.

Quality Customer Service

- Ensure the provision of quality customer service to clients and stakeholders

Team Work and Co-operation

- Ensure team work and cooperation with honesty and respect;
- Create a high-performing team culture in the PCPD 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 in accordance to PNGTPA OHSE policies and procedures.

Quality of Work

- Ensure to coach and lead team to display quality work that reflects high professional standards with 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 Provincial Coordination & Product Development Division to meet and exceed client and stakeholder expectations.

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

- Bachelor's Degree in Tourism & Hospitality, 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
- Knowledge and experience in the tourism industry is an advantage
- Experience in project concept design, coordination and implementation is an advantage;
- Must have strong project management skills.
- Must have strong public relations skills;
- Must have excellent communications and negotiation skills;
- Must possess excellent planning, management and reporting skills
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