

JOB DESCRIPTION

JOB TITLE: SENIOR PRODUCT DEVELOPMENT OFFICER		
DIVISION: Provincial Coordination & Product Development (PCPD)	BRANCH: Management	SECTION: Product Development
REFERENCE NUMBER: TPA.10	DESIGNATION/CLASSIFICATION: Senior Product Development Officer, Grade 10	POSITION No.: PCPD.069
REPORTING TO: Director – Provincial Coordination & Product Development	DIRECT REPORTS: Product Development Officers	LOCATION: Port Moresby
COMPILED BY: Human Resource Officer Date:	AGREED BY EMPLOYEE: Senior Product Development Officer Date:	APPROVED BY: Director - Provincial Coordination & Product Development Date:

POSITION SUMMARY:

- The Senior Product Development Officer is primarily responsible for providing technical advice to tourism product development viability guidelines and ensuring conformity to acceptable industry standards;
- Use data, information, and knowledge to improve, inform and support the development of tourism products;
- Work with the Director PCPD to identify and manage issues and risks associated with tourism product development;
- Respond to enquiries from stakeholders, suppliers, other departments, and external agencies;
- Deliver presentations and facilitate workshops on tourism product development;
- The incumbent will be an advocate for PNGTPA and will work closely with the Director – PCPD 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 Director – PCPD 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 – PCPD to plan, develop, and implementing strategies for the 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 Product Development;
- Provide timely, constructive, and objective feedback to PCPD Team;
- Provide necessary support for the successful implementation of the Tourism Sector Development Plan (TSDP);

Product Development

- Assist in the development, review, and implementation of tourism product 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 Tourism policies and procedures;

General Duties

- Prepare submissions to governments and other organizations in relation to tourism products, and facilities and support infrastructure development.
- Liaise with tourism industry members to gauge their views and opinions on the development of tourism products and services.
- Provide necessary information, logistics and support for the successful implementation of TSDP.
- Liaise with National Museum & Art Gallery & Provincial Tourism Office on Tourism Product Development and Policies.
- Work closely with PNGTIA, Provincial Tourism Offices, Provincial Tourism Bureaus and established tourism Associations such as PNGDA, PNGSA, PNGTOA, etc to gauge their views and opinions on the development of the tourism industry.
- Liaise and work closely with Technical and Vocational Education Training (TVET) to initiate annual industry training.
- Provide support in all efforts to meet and maintain accreditation standards among the industry's various clinical and educational programs; researches accreditation requirements and proposes methods and systems to ensure that standards are met on an on-going and consistent basis across all programs.
- Liaise with Marketing, Research and Statistics Division on those products and services that are fully developed and ready to be placed on the market for tourist to visit and experience.
- Assist Director PCPD review and compile divisional annual budget.
- Represent PNGTPA in economic sector meetings domestically
- Represent PNGTPA in regional meetings, negotiations, workshops, seminars and conferences relating to product development.
- Liaise with National Cultural Commission and National Museum & Art Gallery & Provincial Tourism Office on Tourism Product Development Policy & Planning;
- Oversee the supervision of divisional staff.
- Undertake specific projects and any other duties assigned by the Director PCPD;

Quality Customer Service

- Ensure regularly meet with Product Development staff and other divisions to obtain feedback on tourism product development 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 Product Development teamwork and corporate with other team members 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 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 Provincial Coordination & Product Development 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 Product Development and Planning practices and procedures;
- Demonstrated experience at the senior level for a diverse, complex organization;
- 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;