



PAPUA NEW GUINEA PUBLIC SERVICE

JOB DESCRIPTION

1.0 IDENTIFICATION

AGENCY: Department of Information and Communication Technology	SYS. POSN. NO: 0580000013	REF. NO: ICPP.12
WING: Policy & Emerging Technology	DESIGNATION/CLASSIFICATION: Gr.10	
DIVISION: Policy & Emerging Technology	LOCAL DESIGNATION: Executive Assistant	
BRANCH: Policy & Emerging Technology	REPORTING TO: Deputy Secretary (Policy & E Tech)	SYS. POS. NO: REF. NO: ICPP.11
SECTION:	LOCATION: Town	

HISTORY OF POSITION

FILE REF.	DATE OF VARIATION	DETAILS
Org:	1/08/20	Redesignated as per the restructure of the Department.

2.0 PURPOSE

Provide administrative and clerical support to the Deputy Secretary - Policy & Emerging Technology Wing for effective and efficient operation of the Wing.

3.0 DIMENSIONS

This is an administrative and secretarial profession.

4.0 PRINCIPAL ACCOUNTABILITIES

- Report to the Deputy Secretary - Policy & Emerging Technology for efficient and effective secretarial duties and office management support.

5.0 MAJOR DUTIES

- Provides top level executive stenographic secretarial duties to the Deputy Secretary - Policy & Emerging Technology and other administrative support.
- Ensure that the operations are maintained and effective, up to date and in accurate manner.
- Keep confidential information on government matters.
- Organize meetings, conference and functions as required.
- Keep appointment book and schedule appointments and meetings.
- Attend to official visits and other similar duties.
- Make travel arrangements and obtain travel brief.
- Screen telephone calls according to instructions.
- Carry out other duties as directed.

6.0 NATURE AND SCOPE

6.1 WORKING RELATIONSHIP

(a) Internal

- Reports to the Deputy Secretary - Policy & Emerging Technology.
- Network with other Administrative Professionals in the Department and within the Public Service on matters regarding the Department.

(b) External

- Network with other administrative professionals in the public and private sectors, bilateral and multilateral agencies, diplomatic corps, academia, and other agencies and institutions.

6.2 WORK ENVIRONMENT

This is an administrative and frontline position in terms of answering telephone calls and attends to internal and external clients.

7.0 CONSTRAINTS FRAMEWORK AND BOUNDARIES

7.1 Rules and Procedures

The Executive Assistant is guided by the:

- Internal management and operational policies of the Department,
- Department budget control measures,
- ICT and other relevant government development policies including MTDP III,
- Public sector reforms,
- Public Service Code of Ethics and Conduct,
- Public Service General Orders
- ICT legislations and other relevant laws and regulations including the Public Service Management Act 1995.

7.2 Decision

- None

7.3 Recommendation

- None

8.0 CHALLENGES

This position is the front line of the Department and it can be the place where any customer satisfaction issue(s) (or in-house operation efficiencies) first become apparent. Communication with officers, customers, clients, suppliers and other business professionals is very common and can involve in-person, telephone or written communication skills. Problem-solving and remaining calm in a chaotic environment is necessary, and handling people with finesse and professionalism is a challenge.

Other challenges will include:

- Work culture, values and ethics.
- Negative work practices.
- Lack of staff capacity and resources.
- Lack of team work and participation.
- Lack of support from Management

9.0 QUALIFICATIONS, EXPERIENCES AND SKILLS

9.1 Qualifications

Satisfactory completion of the Department of Education-approved Basic Secretarial Stenographic Certificate or pass a test approved by the Secretary of Personnel Management.

9.2 Knowledge

Sound knowledge and good secretarial duties in general administration.

9.3 Skills

- Ability to type at the speed of 80 words per minute
- Good oral and written communication skills
- Good public relations and interpersonal skills
- Computer skills

9.4 Work Experience

At least three (3) years of related work experience at an executive secretarial level.