



PAPUA NEW GUINEA PUBLIC SERVICE

JOB DESCRIPTION

1. IDENTIFICATION

AGENCY: Department of Justice & Attorney General	SYS. POSN. NO: DJAGICT.09	REF. NO: DJAGICT.09
OFFICE: Information Communications Technology	DESIGNATION/CLASSIFICATION: Executive Assistant / Grade 12	DIVISION: Corporate Affairs & General Administration
LOCAL DESIGNATION: Executive Assistant	BRANCH: Information Communications Technology	REPORTING TO: Chief Information Officer / Grade 19
SYS. POSN. NO: DJAGICT.01	SECTION: Information Communications Technology	LOCATION: Waigani

HISTORY OF POSITION

FILE REF.	DATE OF VARIATION	DETAILS
HR/ICT	20 TH AUGUST, 2024	NEWL CREATED

2. PURPOSE

The Information Communications Technology Branch provides administrative support services related to information and communications technology for the Department of Justice and Attorney General. The Branch ensures that all required ICT services are fully functional.

The position of Executive Assistant is responsible for providing general administrative and clerical support to management, responding promptly and professionally to inquiries, and ensuring the efficient operation of the office.

3. DIMENSIONS

- **Supervisory Responsibility:** None
- **Financial Responsibility:** None
- **Resources:** Responsible for the effective management of office resources, including office equipment and shared drive directories.

4. PRINCIPAL ACCOUNTABILITIES

- Provide accurate and timely administrative and clerical support to management.
- Ensure that all inquiries to the office are effectively handled, and any follow-up actions are completed promptly.

- Ensure that files, documents, and records are appropriately tracked, classified, filed, and secured.
- Professionally manage and organize computer-based files on the office shared drive to ensure accessibility for other staff members.
- Ensure all office equipment is operational and that staff are trained in its use.
- Provide backup support for the ICT Helpdesk.
- Report to the Chief Information Officer.

5. MAJOR DUTIES

- Perform all administrative and clerical duties within the office, including sorting and distributing mail, registering and tracking correspondence, typing and producing documents, photocopying, arranging meetings, and coordinating functions.
- Serve as the first contact point for all administrative and clerical matters.
- Respond promptly to telephone and visitor inquiries, ensuring polite, helpful, and timely assistance.
- Take responsibility for completing all delegated tasks, ensuring progress is made, deadlines are met, and projects are kept on schedule.
- Prepare correspondence, briefs, and reports to a high standard and submit them in a timely manner.
- Keep accurate records of all correspondence and documents passing through the office, ensuring they are appropriately filed for easy access by other staff.
- Maintain the office's shared drive directory, ensuring logical and easily accessible file storage, and train staff on saving work-related documents on the shared drive.
- Attend meetings, produce agendas, and take minutes as required.
- Assist managers in organizing diaries and ensuring they are aware of meetings and appointments.
- Coordinate travel, accommodation, and meeting arrangements.
- Provide training and assistance to staff to improve their computer skills, and arrange external training if necessary.
- Ensure the effective operation of office equipment and provide training for other staff in its use.
- Coordinate the movement of Branch vehicles on behalf of the Chief Information Officer.
- Assist the Driver with the management and well-being of Branch vehicles.
- Drive Branch vehicles if needed.
- Provide hands-on technical mentoring to subordinate staff.
- Report to the Chief Information Officer.

- Perform other duties as required.

6. NATURE AND SCOPE

6.1 WORKING RELATIONSHIP

Internal:

- All management and staff in the Information Communications Technology Branch.

External:

- Liaise with other agencies, stakeholder organizations, clients, and the public as required.

6.2 WORK ENVIRONMENT

- The role is primarily based in an office environment within the Department of Justice & Attorney General, Waigani. The Executive Assistant will be expected to manage administrative tasks in a dynamic and sometimes high-pressure setting.

7. CONSTRAINTS FRAMEWORK AND BOUNDARIES

- **Rules/Procedures:** Adhere to office procedures and protocols.
- **Decision:** Ability to prioritize tasks and manage time effectively to support office functions.
- **Recommendations:** Provide recommendations on improving office processes and ensuring the efficient operation of the office.

8. CHALLENGES

- Balancing multiple administrative tasks and maintaining high standards of work under pressure.
- Ensuring effective communication and coordination within the office.

9. QUALIFICATIONS, EXPERIENCES AND SKILLS

(a) Qualifications:

- Secretarial or Office Administration Certificate from a recognized institution, with the ability to type at least 40 words per minute.

(b) Knowledge:

- Good knowledge of office procedures, with the ability to manage high work volumes, handle conflicting workloads, and set priorities.
- Familiarity with ICT systems and administrative protocols.

(c) Skills:

- Strong computer skills with a high level of competence in MS Word and, preferably, MS Excel and PowerPoint.

- Excellent keyboard skills with proven experience in producing quality correspondence, reports, agendas, minutes, and briefs.
- Strong communication skills – both written and oral – with the confidence and manner to liaise with management, staff, and the public in a polite, professional, and helpful manner.
- Proven initiative and sound judgment to take personal responsibility for completing tasks and proactively implementing solutions where necessary.
- High standards of work values, attitudes, and a desire to learn, with a preparedness to work long hours when necessary.

(d) Experience:

- Experience in providing administrative support in a fast-paced office environment.
- Experience in managing office resources and coordinating with multiple stakeholders.