

**PAPUA NEW GUINEA PUBLIC SERVICE****JOB DESCRIPTION****1. IDENTIFICATION**

AGENCY: Department of Justice & Attorney General	SYS. POSN. NO: (10 digit concept payroll no.)	REF. NO: DJAGLJ.18
OFFICE: PNG Law & Justice Sector Secretariat	DESIGNATION/CLASSIFICATION: Liaison Officer	DIVISION: Public Relations
LOCAL DESIGNATION: Liaison Officer	BRANCH: Law & Justice Sector Secretariat	REPORTING TO: Public Relations Manager
SYS. POS. NO: (Position number of the immediate supervisor)	REF. NO: (Position number reference)	SECTION: Liaison Services
LOCATION: Port Moresby, National Capital District		

HISTORY OF POSITION

FILE REF.	DATE OF VARIATION	DETAILS
HRM 8.20/VC: 20/24	20 TH AUGUST 2024	REVISED

2. PURPOSE

The Liaison Officer facilitates effective communication and collaboration between the Law & Justice Sector Secretariat and external stakeholders, including government agencies, community groups, and other organizations. This role ensures smooth information flow, fosters partnerships, and promotes understanding of departmental policies and initiatives.

3. DIMENSIONS

- **Budget Accountability:** None
- **Staff Supervision:** None
- **Resources:** Manages communication materials and resources for liaison activities.

4. PRINCIPLE ACCOUNTABILITIES

- **Relationship Management:** Build and maintain positive relationships with external stakeholders.
- **Communication:** Facilitate communication between the department and external parties.
- **Information Sharing:** Disseminate information about departmental policies, initiatives, and activities.
- **Conflict Resolution:** Address issues and concerns raised by external stakeholders in a timely and diplomatic manner.
- **Representation:** Represent the department at meetings, events, and conferences.
- **Feedback Collection:** Gather feedback from stakeholders on departmental services and initiatives.

5. MAJOR DUTIES

- Develop and implement strategies to engage with external stakeholders effectively.
- Serve as a point of contact for external inquiries and requests.
- Organize meetings and workshops to enhance collaboration and partnership.
- Prepare and distribute communication materials, including newsletters and press releases.
- Monitor media coverage and public opinion related to departmental activities.
- Coordinate responses to public inquiries and requests for information.
- Collaborate with internal departments to ensure alignment in communication strategies.
- Maintain accurate records of communications and interactions with stakeholders.
- Provide regular reports and updates to management on liaison activities and outcomes.

6. NATURE AND SCOPE

6.1 WORKING RELATIONSHIP

(a) Internal:

- Collaborates with the Public Relations Manager and other departmental staff.
- Interacts with various divisions and units within the Department of Justice & Attorney General.

(b) External:

- Engages with government agencies, community groups, NGOs, and other stakeholders.
- Represents the LJSS in external meetings, forums, and events.

6.2 WORK ENVIRONMENT

The position operates within a dynamic environment requiring strong interpersonal and communication skills. The Liaison Officer must be proactive in building relationships and managing expectations while representing the department professionally.

7. CONSTRAINTS FRAMEWORK AND BOUNDARIES

- **Rules/Procedures:** Adheres to government regulations, departmental policies, and communication protocols.
- **Decision:** Authority to make decisions on communication strategies and stakeholder engagement within approved guidelines.
- **Recommendations:** Provides recommendations to the Public Relations Manager on improving communication and relationship management strategies.

8. CHALLENGES

The most significant challenge is balancing the diverse needs and expectations of stakeholders while effectively representing the department's interests. The Liaison Officer must navigate complex relationships and sometimes conflicting priorities to maintain positive engagement and support for departmental initiatives.

9. QUALIFICATIONS, EXPERIENCES AND SKILLS

(a) Qualifications:

- Bachelor's degree in Communications, Public Relations, International Relations, or a related field.

(b) Knowledge:

- Understanding of government operations and policies.
- Knowledge of stakeholder engagement strategies and public relations principles.

(c) Skills:

- Excellent interpersonal and networking skills.
- Strong written and verbal communication abilities.
- Proficiency in Microsoft Office Suite and social media platforms.

(d) Work Experience:

- At least 3-5 years of experience in public relations, communications, or stakeholder engagement roles.
- Experience in government or nonprofit sectors are advantageous.