

JOB DESCRIPTION

POST DESCRIPTION		
1	Ministry/Department: Office of the Ombudsman	
2	Job Title: Communications/IT Officer	
3	Salary Band & Salary Range: Band K \$23,520 – 35,280	Post Number: 1 Location: Nuku'alofa
4	<p><u>Purpose:</u></p> <p>The Office of the Ombudsman focus on awareness and outreach programs. The Communications/IT Officer has a key role to play in organizing and leading the outreach efforts of the office. The role will also lead the IT section and use various methods to communicate and educate stakeholders on the services the office can provide.</p> <p>The role includes dealing with members of the public, government civil servants, and other external stakeholders in providing information on the office. The Communications/IT officer will also deal with staff of the OMB office in relations to any IT matters that may arise. This officer will write, edit, co-ordinate and implement communication materials and programs, to include administration of the website and social media.</p>	
5	Key Results Area	Performance Indicators
5.1	<p><u>Planning</u></p> <ul style="list-style-type: none"> ➤ Develop plans for outreach activities ➤ Produce and deliver outreach programs to external stakeholders ➤ Develop work flow chart for IT section ➤ Smooth running of IT systems ➤ Efficient computer systems, networks, hardware and software ➤ Assist with revision of the Corporate Plan, Annual Management Plan and the office Budget 	<ul style="list-style-type: none"> ● Monthly outreach events reporting ● 90% accuracy, efficient and up to date ● 90% timeliness, safe and secure ● Valid input to the Corporate Plan, AMP and the office budget

5.2	<p><u>Organizing</u></p> <ul style="list-style-type: none"> ➤ Mentoring and training IT system support staff ➤ Assist in developing processes for the IT section including initiating new processes ➤ Provide user training, support and advice, feedback ➤ Updating information to website and social media ➤ Organize outreach events and activities ➤ Organize OMB merchandise and promotional products ➤ Develop materials to improve understanding of the Office of the Ombudsman in general 	<ul style="list-style-type: none"> ➤ 90% timeliness, clear and accurate
5.3	<p><u>Leading</u></p> <ul style="list-style-type: none"> ➤ Understands, supports and promotes the organizations vision, mission and objectives ➤ Set appropriate direction for the communication and education efforts of the office (outreach and awareness) ➤ Up to date with new technology ➤ Provide support and relevant reporting ➤ Supervisory roles for lower bands 	<ul style="list-style-type: none"> ➤ Operate in a customer friendly and timely manner ➤ 90% submission weekly work report with accurate reporting ➤ 95% efficient and effective use of time ➤ Complies with Ombudsman Staff Policy ➤ When in an acting role, performs extra responsibilities at high standard
5.4	<p><u>Controlling</u></p> <ul style="list-style-type: none"> ➤ Monitoring – IT and Outreach; Monitor media coverage and public perception of the Office ➤ Evaluating - IT and Outreach activities; effectiveness and efficiency ➤ Correcting ➤ Reporting 	<ul style="list-style-type: none"> ➤ Weekly reports to CEO and HODs ➤ Monthly reports to CEO and HODs ➤ Evaluate own performance re PMS objectively

5.5	Technical <ul style="list-style-type: none"> ➤ Prepare and writing articles for office newsletter, press releases, news from Ombudsman Office ➤ Management of office server; installing and configuring computer hardware, software, systems, networks, printers and scanners, maintenance of equipment ➤ Daily maintenance of office website and social media ➤ Evaluate equipment and any maintenance and replacement of parts ➤ Up to date software licenses ➤ Managing stocks of IT equipment, other IT supplies. 	<ul style="list-style-type: none"> ➤ 90% timeliness, accuracy ➤ 95% safety ➤ Regular reporting on stats
6.	And any other duties that may be directed by the CEO	<ul style="list-style-type: none"> ➤ Timeliness and accuracy of carrying out other tasks as directed by the CEO for the Office of the Ombudsman.
7	Core Competencies (Communication / Language / Personal Attributes)	Key Performance Standards
7.1	Communication	<ul style="list-style-type: none"> ➤ Communicates effectively with individuals up, down, and across the organization. ➤ Resolves conflict in an appropriate manner and deals tactfully with differences of opinion. ➤ Effectively channels communication with all those who need to be informed and handles sensitive information appropriately.
7.2	Integrity / Accountability	<ul style="list-style-type: none"> ➤ Seeks to achieve results which are in the best interest of the Division and the OMB Office. ➤ Uses honesty and appropriate disclosure with clients, OMB Office employees, and management. ➤ Complies with all Internal Policies developed and approved by the CEO ➤ Accepts responsibility and acknowledges problems or mistakes and commits to necessary corrective action. ➤ Considers ethical issues before decisions are made. ➤ Adheres to the Ombudsman Staff Policy Manual
7.3	Results Orientation	<ul style="list-style-type: none"> ➤ Delivers high quality results on time. ➤ Overcomes roadblocks/setbacks to deliver results. ➤ Identifies problems early and takes appropriate action. ➤ Thinks outside of the box to achieve best results for internal/external clients.

7.4	Teamwork and Collaboration	<ul style="list-style-type: none"> ➤ Focuses on situations, issues or behaviours and not individuals. ➤ Seeks out others' opinions before making decisions that will impact them. ➤ Demonstrates ability to get along with others/is respectful of co-workers and promotes teamwork. ➤ Takes the initiative to make things better seeks out/accepts new or additional responsibilities readily.
7.5	Customer Focus (internal and external)	<ul style="list-style-type: none"> ➤ Seeks customer feedback, listens effectively and provides and follows through on solutions. ➤ Takes personal responsibility for ensuring any issues raised by customers are responded to promptly. ➤ Demonstrates dedication to meeting the expectations and requirements of customers.
7.6	Self Confidence and Assertiveness	<ul style="list-style-type: none"> ➤ Expresses own convictions or opinions even when adopting an unpopular position or facing opposition. ➤ Displays confidence in interacting with people at all levels of responsibility, and in all parts of the organization. ➤ Deals constructively with failures and mistakes and addresses conflict directly to resolve issues in a timely fashion.
7.7	Job Competence	<ul style="list-style-type: none"> ➤ Carries out all assigned job responsibilities. ➤ Possesses requisite skills and technical ability needed to accomplish job responsibilities; ➤ Seeks to continue developing new skills to adapt to a changing environment. ➤ Meets goals and objectives
7.8	Builds Commitment	<ul style="list-style-type: none"> ➤ Follows through on obligations and commitments made to others. ➤ Strengthens commitment by soliciting diverse points of view.
7.9	Motivating Others	<ul style="list-style-type: none"> ➤ Facilitates team energy and enthusiasm in order to reach specific goals or deadlines. ➤ Gives praise and constructive criticism at the right time. ➤ Recognizes when team members are de-motivated and takes action to mediate the problems.
7.10	Provides Leadership and Direction to subordinates	<ul style="list-style-type: none"> ➤ Provides timely information regarding status, progress, responsibilities of projects, etc. ➤ Encourages team to fulfill commitments.
7.11	Supports the Organizations Enabling Theme, Outputs and Outcomes	<ul style="list-style-type: none"> ➤ Inspires dedication to the organization's shared theme, outputs, outcomes and values through his/her own visible actions. ➤ Shows enthusiasm for organizational initiatives, policies and procedures and helps others accept any changes and remain effective.

7.12	Employee Development	<ul style="list-style-type: none"> ➤ Uses a variety of methods (feedback, by example, training, expanding role, etc.) to help individuals attain higher levels of performance. ➤ Mentors and encourages others to identify and achieve career goals. ➤ Gives feedback consistently, promptly and constructively to Head of Division and subordinates in order to improve performance.
7.13	Employee Relations	<ul style="list-style-type: none"> ➤ Creates environment of trust and confidence to promote open communications.
8	Working Conditions	<ul style="list-style-type: none"> ➤ 8:30am to 4:30pm weekdays. ➤ Must be able to work occasional long hours and overtime as/when required. ➤ Must be able to travel to the Outer Islands from time to time and be able to represent the OMB Office on occasional regional and international travel.
9	Reports Directly to:	CEO
10	PERSON SPECIFICATION FOR THIS POST	
10.1	Qualification and Experience	<p><u>Essential:</u> Minimum requirements -</p> <p>1. Must have a Bachelor degree in Communications, IT or any relevant discipline, from a tertiary institution recognised by the TNQAB and 3 years relevant work experience</p>