

**JOB DESCRIPTION**

POST DESCRIPTION		
1	<b>Ministry/Department: Office of the Ombudsman</b>	
2	<b>Job Title:</b> Director Investigator, Investigation Division	
3	<b>Band: G (37,800-56,700)</b>	<b>Post Number: 1</b> <b>Location: Nuku'alofa</b>
4	<p><b><u>Purpose:</u></b></p> <p>Investigation officers in the operations branch deal with complaints about a wide range of Government departments and organisations. As member of an operations team Investigators will help in resolving complaints about the concerned departments and organisations.</p> <p>The role includes dealing with members of the public over the telephone, in person and in writing and handling a caseload of complaints.</p> <ul style="list-style-type: none"> <li>• Lead the investigation team, and provide direct supervision and monitoring of the Investigation Division</li> <li>• Assess and investigate complaints about the administrative actions and decisions of Government departments and organisations</li> <li>• Research and analyse straightforward to complex law, policy, process and other information to identify possible errors in actions and decisions</li> <li>• Deal with member of the public, Government departments and organisations, over telephone, in person, by email and by more formal correspondence</li> <li>• Assist with research projects, preparation of briefings and reports and other relevant documentation as required</li> <li>• Provide quality advice and support to the Ombudsman on investigation matters.</li> <li>• Provide investigations preliminary finding reports, and contribute to annual reports</li> <li>• Contribute to the development and achievement of team objectives and plans</li> </ul>	
5.	<b>Key Results Area</b>	<b>Performance Indicators</b>
5.1	<p><b><u>Planning</u></b></p> <ul style="list-style-type: none"> <li>• Strategic Plan for Investigation Division</li> <li>• Prepare the Divisions annual plan</li> <li>• Plan Budgets for the Division</li> <li>• Plan activities for the Division</li> </ul>	<ul style="list-style-type: none"> <li>• 98% timeliness of coordinating the plan team to consult and formulate draft plans</li> <li>• 100% accuracy of information incorporated on the plans.</li> <li>• 98% timeliness of the approval of Plans by the CEO and Ombudsman</li> </ul>
5.2	<p><b><u>Organizing</u></b></p> <ul style="list-style-type: none"> <li>• Structure for the Investigation Division</li> <li>• Processes for the Investigation Division</li> </ul>	<ul style="list-style-type: none"> <li>• Structure finalized and approved by the CEO</li> <li>• Structure reflects core functions of the Investigation Division</li> <li>• 100% compliance with relevant laws governing the Ombudsman's Office, policies and Acts</li> </ul>

5.3	<p><b><u>Leading</u></b></p> <ul style="list-style-type: none"> <li>• Understands, supports and promotes the organizations vision, mission and objectives</li> <li>• Set appropriate direction for the Division and delegate appropriate activities as required for effective and efficient service delivery</li> <li>• Motivate and provide leadership and direction for the team and acts as a role model</li> <li>• Develops and maintains high performing team</li> </ul>	<ul style="list-style-type: none"> <li>• Operate in a customer friendly and timely manner</li> <li>• Conduct divisional meetings</li> </ul>
5.4	<p><b><u>Controlling</u></b></p> <ul style="list-style-type: none"> <li>• Monitoring</li> <li>• Evaluating</li> <li>• Correcting</li> <li>• Reporting</li> </ul>	<ul style="list-style-type: none"> <li>• Weekly reports on Division activities to the CEO</li> <li>• Monitor Divisional staff performance and administer the resolution process</li> </ul>
5.5	<ul style="list-style-type: none"> <li>• <b><u>Technical</u></b></li> <li>• <b><u>Investigation Division</u></b></li> <li>• Responsible for the following;</li> </ul>	
5.6	<ul style="list-style-type: none"> <li>• Assess and investigate complaints about the administrative actions and decisions of Government agencies;</li> </ul>	<ul style="list-style-type: none"> <li>• Produce a report on the issue investigated with findings and proposed recommendations for further directions and decision of the Ombudsman</li> </ul>
5.7	<ul style="list-style-type: none"> <li>• Research and analyze straightforward to complex law, policy, process and other information to identify possible errors in actions and decisions;</li> </ul>	<ul style="list-style-type: none"> <li>• Time to completion can be very much depend on many factors including responsiveness, compliance (a close working relations) with Government MDAs, and especially the Ministry complaint about MDAs.</li> </ul>
5.8	<ul style="list-style-type: none"> <li>• Deal with members of the public, Government agencies, public service providers, the private sector, over the phone, email, in person and formal correspondence;</li> </ul>	<ul style="list-style-type: none"> <li>• Should the matter is of a complex nature. E.g.: it the matter upon complained involves Cabinet's Decision, then the matter may requires</li> </ul>
5.9	<ul style="list-style-type: none"> <li>• Assist with research projects, preparation of briefings, and reports and other relevant documentation as required;</li> </ul>	
5.10	<ul style="list-style-type: none"> <li>• Participate and/or lead, outreach and educational activities;</li> </ul>	
5.11	<ul style="list-style-type: none"> <li>• Contribute to the development and achievement of team objectives and plans</li> </ul>	
6.	<ul style="list-style-type: none"> <li>• And any other duties that may be directed by the CEO for OMB</li> </ul>	<ul style="list-style-type: none"> <li>• Timeliness and accuracy of carrying out other tasks as directed by the CEO</li> </ul>
7.	<b>Reports Directly to:</b>	<ul style="list-style-type: none"> <li>• CEO</li> </ul>
8.	<b>Frequent Internal Personal Contacts with...</b>	<ul style="list-style-type: none"> <li>• Ombudsman, CEO, Heads of Division and Staff</li> </ul>
9.	<b>Frequent External Personal Contacts with...</b>	<ul style="list-style-type: none"> <li>• Public, Government Ministries and Private sectors</li> </ul>

10.	<b>Impact of Decision</b>	<ul style="list-style-type: none"> <li>Decisions made by the post holds will greatly impact the operation of the Investigation Division and the timeliness of the work of other Division of the Ombudsman Office.</li> </ul>
11.	<b>PERSON SPECIFICATION FOR THIS POST</b>	
11.1	<b><u>Core Competencies (Communication / Language / Personal Attributes)</u></b>	<b><u>Key Performance Standards</u></b>
	Communication	<ul style="list-style-type: none"> <li>Communicates effectively with individuals up, down, and across the organization.</li> <li>Resolves conflict in an appropriate manner and deals tactfully with differences of opinion.</li> <li>Effectively channels communication with all those who need to be informed and handles sensitive information appropriately.</li> </ul>
	Change and Innovation	<ul style="list-style-type: none"> <li>➤ Stays informed and actively contributes to change initiatives</li> <li>➤ Looks for ways to demonstrate innovation and initiative in work area</li> <li>➤ Anticipates emerging issues and looks for ways to improve work practices.</li> <li>➤ Takes a big-picture view of change and models a positive, constructive approach to managing it</li> <li>➤ Focuses on benefits and ways of overcoming obstacles.</li> </ul>
	Interpersonal Skills	<ul style="list-style-type: none"> <li>➤ Actively shares information with appropriate people and checks for understanding where necessary</li> <li>➤ Presents clear, courteous and concise oral and written communications</li> <li>➤ Engages positively and persuasively with program stakeholders as appropriate.</li> <li>➤ Develops rapport with people at all levels inside and outside the organization to further the goals of the organization.</li> </ul>
	Integrity / Accountability	<ul style="list-style-type: none"> <li>➤ Seeks to achieve results which are in the best interest of the organization</li> <li>➤ Uses honesty and appropriate disclosure with customers, employees, and management</li> <li>➤ Accepts responsibility and acknowledges problems or mistakes and commits to necessary corrective action.</li> <li>➤ Taking personal accountability for all aspects of their work and self-managing to improve their own and team performance</li> </ul>

	Results Orientation	<ul style="list-style-type: none"> <li>➤ Delivers high quality results on time</li> <li>➤ Overcomes roadblocks/setbacks to deliver results</li> <li>➤ Identifies problems early and takes appropriate action.</li> <li>➤ Thinks outside of the box to achieve the best results for an internal/external customer.</li> </ul>
	Teamwork and Collaboration -	<ul style="list-style-type: none"> <li>➤ Demonstrate ability to get along with others/is respectful of co-workers and promotes teamwork.</li> <li>➤ Takes the initiative to make things better and seeks out/accepts new or additional responsibilities readily.</li> <li>➤ Is open with other team members about his/her concerns</li> <li>➤ Actively shares information with appropriate people and checks for understanding where required.</li> </ul>
	Customer Focus (internal and external)	<ul style="list-style-type: none"> <li>➤ Takes personal responsibility for ensuring any issues raised by customers are responded to promptly;</li> <li>➤ Accepts responsibility for mistakes, apologies and makes suitable and timely amends.</li> <li>➤ Treats all clients with respect and cultural awareness</li> </ul>
	Self Confidence and Assertiveness	<ul style="list-style-type: none"> <li>➤ Displays confidence in interacting with people at all levels of responsibility, and in all parts of the organization.</li> <li>➤ Deals constructively with failures and mistakes and addresses conflict directly to resolve issues in a timely fashion.</li> </ul>
	Building individual capacity	<ul style="list-style-type: none"> <li>➤ Seeks to continue developing new skills to adapt to a changing environment and for personal/professional growth</li> </ul>
	Support the Organizations Enabling Theme, Outputs and Outcomes	<ul style="list-style-type: none"> <li>➤ Inspires dedication to the organization's shared outputs and values through his/her own visible actions.</li> <li>➤ Shows enthusiasm for organizational initiatives, policies and procedures and help others accept any changes and remain effective</li> <li>➤ Embraces and adapts to changing work environment</li> </ul>
	Judgment	<ul style="list-style-type: none"> <li>➤ Approaches a task/problem in a sensible way; give sound advice and seek assistance if necessary</li> <li>➤ Addresses issues early before they escalate and gets them resolved efficiently with minimum fuss.</li> </ul>

	Promotion of equity and equality	<ul style="list-style-type: none"> <li>➤ Actively promotes equity (relating to distribution) and equality (relating to non-discrimination) in relation to gender, culture, disability and other differences</li> <li>➤ Demonstrates an interest in, and seeks opportunities to learn about others, e.g. Pacific Islands Cultures</li> </ul>
	Management/Supervision (where applicable)	<ul style="list-style-type: none"> <li>➤ Manages resources effectively and efficiently, ensures effective and improved staff performance</li> </ul>
	Leadership (where applicable)	<ul style="list-style-type: none"> <li>➤ Develops and communicates vision and translates these into clear objectives</li> <li>➤ Builds and sustains a motivated team</li> <li>➤ Leads by example</li> <li>➤ Inspires a shared commitment</li> <li>➤ Articulates a clear vision for the future</li> <li>➤ Considers the 'big picture' and longer term imperatives</li> <li>➤ Empowers others to take responsibility through a deep sense of commitment and ownership.</li> </ul>
11.3	<b>Working Conditions</b>	<ul style="list-style-type: none"> <li>• 8:30am to 4:30pm weekdays.</li> <li>• Must be punctual and not absent from work without appropriate authorization</li> <li>• Must be able to work occasional long hours and overtime as/when required.</li> <li>• Must be able to travel to the Outer Islands from time to time and be able to represent the OMB Office/Government of Tonga on occasional regional and international travel.</li> </ul>
11.4	<p><b><u>Special Skills: (Required Skills)</u></b></p> <p>Takes responsibility for managing work projects to achieve results. See tasks through to completion. Works within agreed timeframes. Commits to achieving quality outcomes and adheres to office work practices. Constructively receives feedback from supervisor and seeks guidance when required.</p>	<ul style="list-style-type: none"> <li>• Strong interpersonal, communication, facilitation, presentation, analytical and problem solving skills;</li> <li>• Ability to develop initiatives in innovative manner for effective resolution</li> <li>• Excellent writing skills</li> </ul>

	<p>Promotes and adopts a positive and balanced approach to work. Persists with and focuses on achieving objectives, even in difficult circumstances. Remains positive and responds to pressure in a clam manner.</p> <p>Listens to, understands and recognizes the needs of others. Actively listens to colleagues and clients. Involves others and recognizes contribution. Consults and shares information and ensures others are kept informed of issues. Works collaboratively and operates as an effective team member,</p> <p>Desirable Tertiary qualification in law, government administration or other relevant discipline.</p>	<ul style="list-style-type: none"> <li>• Excellent interviewing &amp; information gathering skills</li> <li>• Ability to establish and maintain effective relationships with key stakeholders</li> <li>• Good Computer Skills and ability to communicate effectively in both official languages;</li> </ul>
11.5	<p><b>Education and Experience</b></p>	<ul style="list-style-type: none"> <li>• <b>Essential:</b> Bachelor Degree in law, government administration or relevant field with at least seven (7) years of relevant working experience;</li> <li>• <b>Desirable:</b> Masters/ Postgraduate Degree in law, government administration or relevant field with 5 years of working experience in a senior management position</li> </ul>