

# BANK OF PAPUA NEW GUINEA

## POSITION DESCRIPTION

### MANAGER – CORPORATE SUPPORT SERVICES DEPARTMENT, LAE BRANCH

#### CORPORATE AFFAIRS GROUP

*This Position Description outlines the role, skills, relationships, authorities and accountabilities. The position's competencies and the Bank's values are included. These form the basis for Job Evaluation, Performance Appraisal (setting key result areas and targets) and Recruitment.*

#### 1. PURPOSE STATEMENT OF LAE BRANCH

The primary role of the Lae Branch is to enhance currency circulation in Lae for operations in the Momase, Highlands and New Guinea Islands regions as part of the Central Bank's core mandate of managing the supply of legal tender. The Lae branch will accommodate BPNG subsidiary services such as Banking, Government Bonds and Treasury Bills (TAPs) and Research. In ensuring service is of high standard, necessary support functions such as Security, Facilities Management and ICT services must cohesively operate at optimum levels and in tandem with the core businesses.

#### 2. DEPARTMENT STATEMENT

The Department has primary responsibility for *developing and facilitating* the following BPNG functional responsibilities:

- Provision of internal support services through provision of staff housing; staff loans, general procurement, insurance and records management.
- Provision of branch support for Security Services.
- Provision of branch support for Building/Property management services.
- Provision of branch support for the Bank's ICT infrastructure services.
- Provision of human resource services including payroll, time and attendance, leave administration, training, performance management and employee relations.
- Provision of Accounts Payable services for the branch.
- Provision of external services in Tap Investment services (government bonds/securities).
- Provide administrative support between various departments and business units.
- Provision of public and media communications and print services, and event management for the Lae Branch.
- Coordinate and manage specific interdepartmental projects that are related to his/her broader role and contribute to the more effective management of the Bank as a whole.

AND contributes as appropriate to the performance of other functions and to the overall achievement of BPNG's strategic objectives.

#### 3. ROLE OF CORPORATE SUPPORT SERVICES MANAGER

The primary role of the Corporate Support Services Manager is to effectively and efficiently manage and lead the following functional responsibilities;

- Manage the internal support services for the facility.
- Ensure all the necessary support is provided to the Central Banking & Support Services (CBSS) Manager in ensuring that all internal support services including human resource support services, events management, public relations, communications, medical scheme, housing scheme, insurance, procurement and payments services are attended to in a timely manner.
- Ensure all the necessary support is provided to the Security Manager in ensuring that all Security Services are attended to on a timely manner.

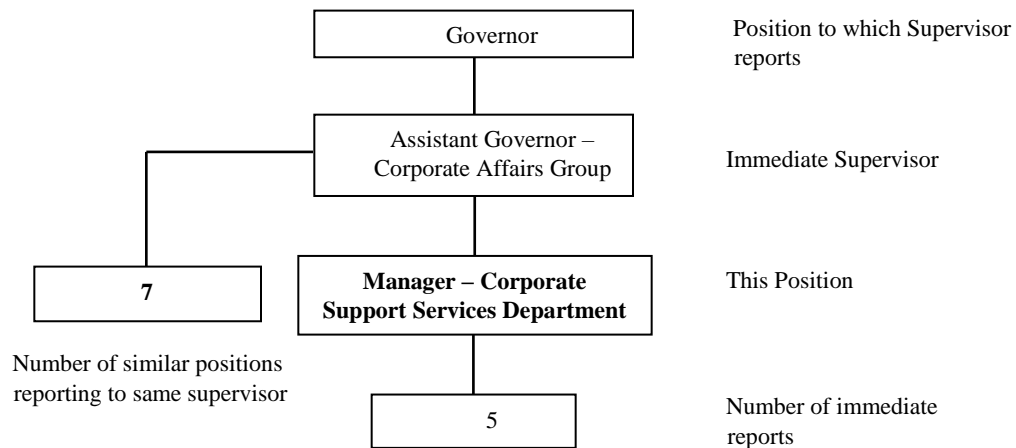
- Ensure all the necessary support is provided to the ICT team to ensure ICT infrastructure and support is attended to at all times.
- Ensuring all the necessary support is provided to the Building Manager and team.
- Support and coordinate manpower, resourcing, and training support for Lae in collaboration with respective Managers.
- Coordinate the administrative support activities for the bank functional groups with common interest.
- Coordinate the delivery of accountability documents and public/other communications for the Lae Branch.
- Liaise effectively with stakeholder representatives on behalf of the Bank.
- Coordinate and manage specific interdepartmental projects that are related to his/her broader role and contribute to the more effective management of the Bank as a whole.

#### 4. EDUCATION QUALIFICATION/EXPERIENCE/SKILLS/COMPETENCIES

The Department Manager will have:

- **Education:** The incumbent will hold a Bachelor’s Degree in Accounting/Business/Human Resource, Economics, ICT, Electrical Engineering or related field from a recognised University or preferably a Masters’ Degree.
- **Experience:** Five (5) plus years’ experience in management positions within Corporate or Infrastructure Support Services managing and supervising a large team.
- **Professional/Technical Skills/Attributes:** Proven and well developed administrative and management experience in leading employees; exceptional communication skills, result and people oriented.

#### 5. REPORTING RELATIONSHIPS



Refer also to the full Organisation Chart

#### 6. WORKING RELATIONSHIPS

The Corporate Support Services Manager will have the following internal and external relationship:

- Directly accountable to the Assistant Governor, Corporate Affairs Group.
- Collaborate with the External auditors, Department Managers and senior technical staff.
- Directly responsible for liaising with business units such as Corporate Services; Human Resource, Building, Security, ICT, Research, Currency, Banking, Financial Markets and Financial Inclusion.
- Indirectly responsible for all staff within the Lae Branch.

- Develop and maintain working relationships with representatives of Government, media and communications industries, banks and financial institutions, international institutions, and interest group representatives in Lae.

## **7. AUTHORITIES AND DELEGATIONS**

### 7.1 Financial: (authority limits, budgets ...)

- As set in BPNG Delegation of Authority
- Seek approval of designated management committee for administrative matters beyond approved budget

### 7.2 Staffing: (Authority to recruit, review performance ...)

- Recommend filling of staff vacancies
- Recommend reviews of establishment
- Responsible for 27 staff

### 7.3 Policy/Procedure: (Authority to vary policy, recommend change ...)

- Vary Lae Facility operating procedures in line with statutory requirements
- Recommend Lae Branch operating procedures amendment in line with best practice and business requirements

## **8. ACCOUNTABILITIES**

### **8.1 Provide administrative, human resource and other corporate service support functions in consultation with the Port Moresby head office.**

#### *Key Activities:*

#### **8.1.1 Provide Internal Support Services**

- Manage Lae Branch Staff housing and Staff Housing Scheme Loan portfolio
- Manage Lae Branch staff medical and life insurance and records
- Provide advice to Governors on the operations of the Lae Branch
- Manage the procurement of goods and services for the Lae Branch (management of purchase orders)
- Manage administrative support between different business units and staff records
- Develop internal administrative policies, process and procedures in consultation with the Port Moresby office
- Ensure all the necessary support is provided to the Building and Security Managers in ensuring that all facility management Services are attended to on a timely manner
- Ensure all the necessary support is provided to the ICT team to ensure ICT infrastructure and support is attended to at all times
- Support and coordinate manpower, resourcing, and training support for Lae in collaboration with respective Managers
- Ensuring all payments for the branch are processed in the timely manner (managing accounts payable function)

#### **8.1.2 Provide HR Support Services**

#### *Key Activities:*

- Manage HR support *services* including payroll, time and attendance, leave administration, training, performance management and employee relations
- Coordinate training and induction in consultation with Port Moresby office
- Manage time and attendance system with the Port Moresby office
- Attend to industrial, leave and payroll issues in consultation with Port Moresby office

#### **8.1.3 Manage Stakeholder Relationships and coordinate Bank functions/events**

#### *Key Activities:*

- Co-ordinate information flows between the Bank and stakeholders in Lae and the region

- Issue public and media communications in relation to the Lae Branch, maintaining appropriate information security and embargoes
- Re-direct queries and contacts to appropriate technical departments of the Bank headquarters and/or to the Information and Publications unit
- Co-ordinate planning and programme management for official Bank events/functions and for senior visitors to the Bank.
- Co-ordinate planning and programme management for visits to other institutions and external parties by the Governor, Deputy Governor(s), Assistant Governor(s) and senior staff.
- Develop public and media communications through appropriate planning, monitoring, reporting and liaison.
- Design, planning, preparation and maintenance of routine information and formal documents.
- Provision of tap investments in the central bank and government securities (treasury bonds & bills) to the public

## **8.2 Contribute to the Bank’s long-term and short-term plans**

*Key Activities:*

- Contribute to the development of the Bank’s long range strategies and objectives and help monitor their achievement
- Participate in collective advice and decision making on the Bank’s operational plans and resource allocations

## **8.3 Ensure the development of the Corporate Support Services Department capability**

*Key Activities:*

- Ensure the same performance management system processes are carried out for all department staff
- Identify staff training and coaching requirements and meet within budget

## **8.4 Manage the Corporate Support Services Department & its Budget**

*Key Activities:*

- Prepare, negotiate, monitor and report on operational work plans and budgets

## **8.5 Support the Bank’s Corporate Values: Efficiency; Professionalism; Accountability; Teamwork; Transparency; Integrity.**

*Key Activities:*

- Demonstrate behaviours consistent with the Bank’s values.

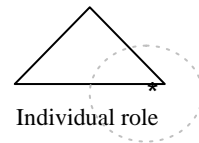
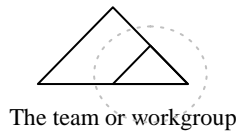
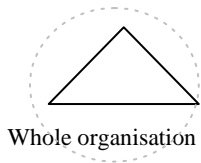
## **9. REQUISITE COMPETENCIES OF THE ROLE**

(See following pages)

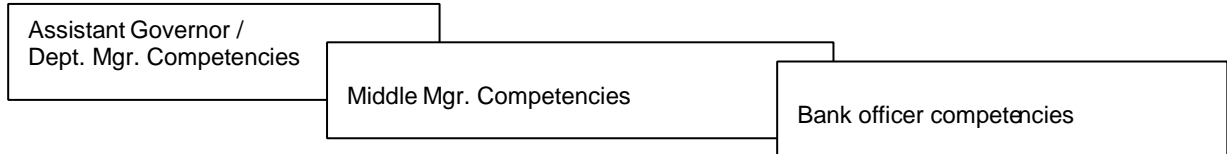
### **Core Competencies Matrix**

Assistant Governor / Dept. Mgr.	Middle Mgr.	Bank officer
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*Primary focus*



**Overlap**



**Core Competencies**

Assistant Governor / Dept. Mgr.	Middle Mgr.	Bank officer
<b>Planning</b>		
<input type="checkbox"/> Participates in the development of the <i>organisation's</i> strategic planning <input type="checkbox"/> Develops 8 quarter Department plan and budget <input type="checkbox"/> Benchmarks the Bank against best practice for the industry <input type="checkbox"/> Establishes a plan to develop and maintain a broad awareness of industry and market place trends	<input type="checkbox"/> Develops and reviews the <i>work group's</i> operational and project plans <input type="checkbox"/> Establishes plans to develop core competencies within the work group <input type="checkbox"/> Plans and schedules staff work	<input type="checkbox"/> Develops <i>individual</i> task plans in support of work group and project plans <input type="checkbox"/> Develops individual development plan to support core values, core competencies and the organisation's policy <input type="checkbox"/> Develops plan to up-date and maintain specialist competencies
<b>Organizing</b>		
<input type="checkbox"/> Aligns the organisation with its strategic positioning through its: <ul style="list-style-type: none"> <li>- structure</li> <li>- systems &amp; processes</li> <li>- values</li> <li>- leadership focus</li> <li>- strategic projects</li> </ul>	<input type="checkbox"/> Aligns the work group with the organisation's strategic positioning through its: <ul style="list-style-type: none"> <li>- work flow design</li> <li>- position descriptions</li> <li>- team &amp; individual behaviours (in support of corporate values) - work priorities of the group</li> <li>- the application of project management practices</li> </ul>	<input type="checkbox"/> Aligns individual contribution with the work group's commitments through his/her: <ul style="list-style-type: none"> <li>- task priorities</li> <li>- personal behaviours</li> <li>- support of team members</li> <li>- the application of basic project management practices</li> </ul>
<b>Execution and Decision-making</b>		
<input type="checkbox"/> Determines and confirms delegations and authority levels <input type="checkbox"/> Makes organisation-wide decisions on policy and procedure <input type="checkbox"/> Takes accountability for strategic decisions <input type="checkbox"/> Timely and considered processing of requests and tasks to the overall benefit of BPNG	<input type="checkbox"/> Acts within delegations <input type="checkbox"/> Seeks consensus yet leads where necessary <input type="checkbox"/> Interprets policy for staff in work group <input type="checkbox"/> Takes accountability for work group decisions <input type="checkbox"/> Timely processing of requests and tasks to the benefit of the department/unit	<input type="checkbox"/> Follows directions <input type="checkbox"/> Works co-operatively <input type="checkbox"/> Complies with the organisation's policies and procedures <input type="checkbox"/> Takes accountability for individual task decisions <input type="checkbox"/> Timely processing of requests and tasks

**Core Competencies**

Assistant Governor / Dept. Mgr.	Middle Mgr.	Bank officer
<b>Leadership</b>		

<p><input type="checkbox"/> Creates a cultural environment that fosters growth, development &amp; innovation</p> <p><input type="checkbox"/> Fosters organisation-wide cooperation and relationship effectiveness</p> <p><input type="checkbox"/> Sets an example to the whole organisation</p> <p><input type="checkbox"/> Takes accountability for the organisation's impact and behaviours</p> <p><input type="checkbox"/> Communicates (written and oral) effectively in undertaking the accountabilities of the position</p>	<p><input type="checkbox"/> Creates a work group environment that fosters growth, development &amp; innovation</p> <p><input type="checkbox"/> Facilitates co-operation and relationship effectiveness with the work group</p> <p><input type="checkbox"/> Sets an example to the work group</p> <p><input type="checkbox"/> Takes accountability for the work group's impact and behaviour</p> <p><input type="checkbox"/> Communicates (written and oral) effectively in undertaking the accountabilities of the position</p>	<p><input type="checkbox"/> Demonstrates initiative in supporting growth, development &amp; innovation within the work group</p> <p><input type="checkbox"/> Contributes to team effectiveness</p> <p><input type="checkbox"/> Sets an example to work colleagues</p> <p><input type="checkbox"/> Takes accountability for individual impact on self and others of personal behaviour</p> <p><input type="checkbox"/> Communicates (written and oral) effectively in undertaking the accountabilities of the position</p>
<b>Performance Management</b>		
<p><input type="checkbox"/> Promotes and facilitates 'team effectiveness' within and between work groups within the organisation.</p> <p><input type="checkbox"/> Provides clear expectations and structure for effective operations management and project management within the organisation</p> <p><input type="checkbox"/> Fosters and mentors people with leadership potential</p> <p><input type="checkbox"/> Monitors and measures key operational systems and strategic projects to improve own and organisational performance</p> <p><input type="checkbox"/> Establishes and maintains controls for the organisation's resources</p> <p><input type="checkbox"/> Participates in the organisation's mandated performance management processes</p>	<p><input type="checkbox"/> Facilitates team effectiveness within the work group</p> <p><input type="checkbox"/> Provides clear expectations and structure for teamwork and individual work</p> <p><input type="checkbox"/> Establishes and maintains controls for work group's resources</p> <p><input type="checkbox"/> Monitors and measures team processes and projects to improve own and team performance</p> <p><input type="checkbox"/> Participates in the organisation's mandated performance management processes</p>	<p><input type="checkbox"/> Contributes to team effectiveness</p> <p><input type="checkbox"/> Seeks clarity of expectation and structure for making an effective individual contribution</p> <p><input type="checkbox"/> Participates in the organisation's mandate performance management processes</p>
<b>Relationship management</b>		
<p><input type="checkbox"/> Establishes and maintains effective relationships with key stakeholders <i>external</i> to the organisation (e.g. government, customers, suppliers, peers</p>	<p><input type="checkbox"/> Establishes and maintains effective relationships with the work group's internal and external customers and suppliers</p>	<p><input type="checkbox"/> Establishes and maintains effective relationships with peers, customers and suppliers who are necessary for the position's effective functioning</p>
<p>in other relevant organisations)</p> <p><input type="checkbox"/> Establishes and maintains effective relationships with key <i>internal</i> stakeholders (e.g. peers, employee groups)</p> <p><input type="checkbox"/> Is sensitive to and responsive to the current and possible future needs of internal and external stakeholders</p>	<p><input type="checkbox"/> Establishes and maintains effective working relationships with peers and people in other work groups</p> <p><input type="checkbox"/> Is sensitive to and responsive to the current and possible future needs of internal and external customers and suppliers</p>	<p><input type="checkbox"/> Is sensitive to and responsive to the needs of the position's internal customers, suppliers and internal colleagues (impacting on or impacted by the position's effective functioning).</p>

### Core Competencies

Assistant Governor / Dept. Mgr.	Middle Mgr.	Bank officer
<b>Customer focus</b>		
<p><input type="checkbox"/> Establishes and maintains protocols and programs that ensure the organisation's systems and services internally and externally are customer focussed</p> <p><input type="checkbox"/> Monitors, measures, and continually improves the organisation's customer focus</p> <p><input type="checkbox"/> Seeks regular feedback from key customers of the organisation about their perceptions</p>	<p><input type="checkbox"/> Establishes and maintains work group process and behaviours that ensure the services of the group are customer focussed</p> <p><input type="checkbox"/> Monitors, measures, and continually improves the work group's customer focus</p> <p><input type="checkbox"/> Seeks regular feedback from key customers of the work group about their perceptions</p>	<p><input type="checkbox"/> Establishes and maintains a customer focussed orientation in the performance of day-to-day work</p> <p><input type="checkbox"/> Monitors, measures, and continually improves the own customer focus</p> <p><input type="checkbox"/> Seeks regular feedback from customers of the position about their perceptions</p>
<b>Technical Proficiency</b>		
<p><input type="checkbox"/> Broad understanding of specialist and task skills to enable effective long-term management and strategic deployment of Bank officers across functions and within cross-discipline work teams</p>	<p><input type="checkbox"/> Broad understanding of specialist and task skills to enable effective day-to-day management of bank officers</p>	<p><input type="checkbox"/> Focussed specialist and task skills to enable proficient delivery of the technical work required by the position</p>