

GOVERNMENT OF KIRIBATI
POSITION DESCRIPTION

1. Ministry: Ministry of Infrastructure and Sustainable Energy (MISE)		
2. Position Title: Office Manager	3. Salary Level: L12-11	4. Division: Common Cadre, All Ministries
5. Primary Objective of the Position:		
6. Reports To: Assistant Secretary or Senior Assistant Secretary	7. Direct Reports: Registry clerk	
8. Primary Objective of the Position: To provide more complex administrative support to supervisors and senior staff in the Ministry.		
9. Position Overview		
10. Financial: Nil	11. Legal: NCS	
12. Internal Stakeholders: <ol style="list-style-type: none"> a. Deputy Secretary b. Senior Assistant Secretary c. Assistant Secretary d. Executive Assistant To be referred to Managers: <ul style="list-style-type: none"> • Establishing and maintaining a filing system • Maintaining reference information in database form such as file index and the PF information in database form and bring up to assigned officers. • Photocopying and typing work if required. 	13. External Stakeholders: <ul style="list-style-type: none"> • In line office manager/ registry clerk from all ministries To be referred to Manager: <ul style="list-style-type: none"> • Draft correspondences and response to queries for signing by supervisors. • Allocating of incoming mails to appropriate and bring up to assigned officers. 	

This is position description provides a comprehensive, outline of the key activities of the role. It is an expectation that you may be required to perform additional duties as required.

Approved by:	Date of Issues: 4/04/23
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<ul style="list-style-type: none"> • Assisting in maintaining leave records and correspondences in a confidential manner. 		
13. KEY ACCOUNTABILITIES <i>(Include linkage to KDP, MOP and Divisional Plan)</i> <ul style="list-style-type: none"> ▪ <i>KDP/KPA:</i> ▪ <i>MOP Outcome:</i> ▪ <i>Divisional/Departmental/Unit Plan:</i> 		
Key Result Area/Major Responsibilities	Major Activities/Duties	Performance Measures/Outcomes
Customer Service (Client Services)	<ul style="list-style-type: none"> • Answering of queries related to Ministry portfolio and other related questions that can be immediately answered without reference to Senior Managers. Giving advice on simple and straight forward issues related to NCS. 	<ul style="list-style-type: none"> - All queries are dealt within that if done by phone or within one day or receipt of complaints
Managing records management system	<ol style="list-style-type: none"> 1. Supervision of registry work on records management and ensure that the work is done in a compliance with the registry Procedures Manual and records management policy. 	<ul style="list-style-type: none"> - To be done everyday
Office administration	<ol style="list-style-type: none"> 2. Administer the attendance register record and bring up to AS for any inconsistency. 	<ul style="list-style-type: none"> - Recording of files movement should be done every time the file moves every day. - Dealt with every day and every year.

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<p>Act as Reception for Building permit processing</p>	<ol style="list-style-type: none"> 3. Dispatch compliance notice, occupancy certificate, completion certificate to customers 4. Dispatch notices to Ministries for payment of administration fee (TDS) for Quality circle comprising of QCIU, ADD and CPD 5. Update the building permit database as per the Building Act (2006) requirements 6. Scan building permits for record 7. Make copies of building design documents for the QCIU Inspectors (min 35 A-4 pages or 10++ A3-pages per document) prior departure to outer islands and on South Trw 8. Advise clients on simple frequently asked queries (FAQ) regarding Building Act matters 9. Follow-up with clients who owe Ministry outstanding fees and charges for it's services 10. Apply e-stamp on line to validate building permits and other important documents as required under legislation 	<ul style="list-style-type: none"> - All prospecting building clients are satisfied with services rendered from Ministry

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Streamline queries from outer islands	<p>11. Act as focal point to receive all incoming queries/complaints, etc, especially from extension staff (Assistant Infrastructure Technician) posted per island</p> <p>12. Direct each query to HoD concerned and copy</p> <p>13. Follow-up response with those responsible</p>	All external issues are well attended to

14. Key Challenges	15. Selection Criteria
<ul style="list-style-type: none"> • The post holder is expected to work more hours when and if requested and will be dealing with difficult customers. • The post holder may be involved in the Ministry social functions such as members of the social committee, take part in the singing and dancing competition, part and any other committee may operate and outside working hours. 	<p>15.1 PQR (Position Qualification Requirement):</p> <ul style="list-style-type: none"> • Education: University Diploma in Management <p>OR</p> <ul style="list-style-type: none"> • Form 7 with a certificate in Secretarial Business/Supervisory Skills plus 3 years years’ experience in registry work <p>OR</p> <ul style="list-style-type: none"> • Form 6 with certificate in Secretarial Business/Supervisory skill plus 5 years’ experience in registry work.
	<p>15.2 Key Attributes (Personal Qualities):</p> <p>Knowledge:</p> <ul style="list-style-type: none"> ○ Basic office operations, office courtesy and protocols ○ English language

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	<ul style="list-style-type: none">○ Computers <p>Skills:</p> <ul style="list-style-type: none">○ Should possess good computing skills with competence in Microsoft Word, Excel and Use of the Internet.○ Fluency in both English and Kiribati language○ Has the ability to keep records.○ Has the ability to draft simple correspondences.○ Has the ability to draft and amend simple budgets. <p>Attributes:</p> <ul style="list-style-type: none">● Active Listening● Efficient & Effective● Innovative● Hardworking and dedicated
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