



PAPUA NEW GUINEA PUBLIC SERVICE

JOB DESCRIPTION

| | SEQ. NO: | POS. NO DFCS.047 |
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| DEPARTMENT: Finance | DESIGNATION/CLASSIFICATION Team Leader - Training and Quality Assurance | Grade 16 |
| OFFICE/AGENCY: Level 5, Twin Tower 1 | LOCAL DESIGNATION Team Leader - Training and Quality Assurance | |
| DIVISION: Corporate Services | HIGHEST SUBORDINATE Senior Compliance Audit | POS. NO. DFCS.048 |
| BRANCH: Financial Management Training | IMMEDIATE SUPERVISOR Assistant Secretary – Financial Management Training Branch (FMTB) | POS. NO. DFCS.041 |
| SECTION: Quality Assurance Unit | LOCATION Twin Tower 1, WAIGANI | |

| HISTORY OF POSITION | | |
|----------------------------|--------------------------|-----------------------|
| <i>File no.</i> | <i>Date of variation</i> | <i>Details</i> |
| 5-1-13 | | REDESIGN/RECLASS/RENO |
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| Purpose and Accountabilities of the position |
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| <ul style="list-style-type: none">To oversee the entire Quality Assurance & Training department and all the activities pertaining to these activities. Design, implement and monitor the Quality Assurance formats and standards. Design, approve, and evaluate all training programs, and training materials.To coordinate and maintain the effectiveness and quality of all accredited financial management training courses, trainer's standards and institutional standards in compliance with NTC StandardsResponsible and accountable for the roll out of Competency Based Training program in financial services industry training Packages in-line with Public Services Training Packages for GoPNG.Responsible for Trainers career development program. and training data baseResponsible and accountable for facilitating the improvement of skills through the development and maintenance of quality assurance systems and processes relating to training programs for Government officers in Financial Management, Integrated Financial Management System, Planning, Budgeting, Financial Statements, Office procedures and other management courses at the National, Provincial, District and Local Level Governments.To liaise with key stakeholders in development and review of training materialsTo ensure the excellence and effectiveness of our e-learning programs.Responsible for establishing and maintaining quality standards, conducting evaluations, and implementing training initiatives to enhance the overall quality of our educational offerings. |

PERSON AND POSITION SPECIFICATIONS

Qualifications:

- A Bachelor degree in Accounting is desirable
- A Bachelor degree in Education, Quality Assurance, Instructional Design, or related field (Master's degree preferred)
- Proven experience in quality assurance, training, or instructional design, preferably in e-learning or education settings.
- A Certificate IV Training and Assessment' or equivalent qualification as required by the National Training Council for registration at the class of instructor/assessor or higher
- Registered Trainer with National Training Council
- Relevant financial competencies at least to the level being delivered or assessed
- Strong understanding of quality assurance principles, methodologies, and practices.
- Certification in quality assurance or related areas is advantageous
- Experience in designing and delivering training programs and workshops

Knowledge:

- In-depth knowledge of all relevant GoPNG legislation, (but not limited to) the Public Finances (Management) Act, the Public Service General Orders, the Organic Law on Provincial and Local Level Government
- Sound knowledge of good finance management practices
- Comprehensive knowledge of GoPNG accounting systems/processes
- Understanding of competency based training, vocational education, and adult learning

Skills:

- Supervision, management and leadership skills
- At least 7years GoPNG Public Sector experience in a finance function
- PGAS user skills, or skills in equivalent financial management IT systems, is highly desirable
- Well-developed analytical skills to support problem solving, report writing and other issues requiring analysis and response
- High level communication and interpersonal skills, particularly in facilitating adult learning
- Excellent analytical and problem-solving skills with a meticulous attention to detail
- Effective communication and interpersonal skills, with the ability to collaborate across departments and influence stakeholders

Abilities:

- Ability to manage multiple tasks, prioritise and meet deadlines
- Ability to create a motivational and engaging adult learning environment in Technical Vocational Education Training.
- Ability to provide effective finance training
- Ability to work as part of a team
- Proven experience in quality assurance, training, or instructional design, preferably in e-learning or educational settings

Principal Liaisons

Internal: FMTB Regional Training Team Leaders and Management, FTB Senior Trainers.

External: Training course participants from all levels of government and relevant stakeholders in Financial Management System Training

Key Areas of Responsibility

Key Result Area (1): Ensure excellence and effectiveness of e-learning programs in financial management systems

Performance standard: This will have been satisfactorily achieved based on:

- The course instruction phase is delivered incorporating adult learning principles and is focused on developing participant's knowledge, skills and attitudes
- Develop and implement quality assurance processes and standards for e-learning courses and programs.
- Conduct regular reviews and audits of instructional contents, assessments, and learning activities to ensure accuracy, relevance, and alignment with learning objectives.
- Collaborate with instructional designers, subject matter experts (SMEs), and trainers to identify areas for improvement and implement corrective actions
- Monitor learner feedback and performance metrics to assess training effectiveness and identify opportunity for enhancement.
- Establish and maintain documentation, including quality assurance protocols, evaluation criteria, and reporting mechanisms.
- Stayed inform about industry trends, regulatory requirements, and best practices in quality assurance and training in e-learning
- Participation in the FMTB trainer quality assurance procedures and commitment to continuous improvement

Key Result Area (2): Overseeing the QA and Training branch all activities pertaining to these activities

Performance standard: This will have been satisfactorily achieved based on:

- Design, implement and monitor the QA formats and standards
- Design, approve, and evaluate all training programs, and training materials.
- Meet all client agreed upon KPIs and performance parameters.
- Conduct and analyse TNA for QA team and provide quarterly/annual training plan to develop QA skills
- Coordinate with the operations team to ensure all required KPIs are met
- To ensure quality reporting and work with operations to build highly effective measurement and reward system based on data
- Participate in client monitoring and QA programs, and identifying client expectations and needs.
- Build QA action plans based on client needs and expectations.
- To be directly responsible for towards fostering the development of the team by motivating them and ensuring career development advancement.
- To be a single point of contact with the team and the senior management through effective communication on key deliverables
- Determine and identify individuals training needs



Key Result Area (3): Quality Assurance

Performance standard: This will have been satisfactorily achieved based on:

- Textual Information – Ensuring the QA process must check for any inaccuracies in content in terms of language, grammar, tone, readability, and so on.
- Visual Design – Ensuring the QA process must ensure that the design is appropriate for the target audience, supports, textual information, and does not distract the learner from core learning.
- Functionality – Ensuring the QA process perhaps contributes most in ensuring functionalities of an e-learning module are proper, as per clients' expectations.
- Assessed trainer competency level in all the courses delivered by Financial Management Training Branch.

Key Result Area (4): Professional Conduct and Development

Performance standard: This will have been satisfactorily achieved based on:

- Professional development is undertaken when scheduled and all assessment tasks are completed
- A commitment to continuous development of training/finance skills and knowledge beyond the minimum required by the National Training Council
- The performance of the trainer must be of the highest professional and personal standard at all times in accordance with the Public Service code of conduct
- All assets and budget of the FMTB are used and maintained appropriately to ensure efficient and economical functioning of the branch
- Matters affecting the performance and outcomes of the FMTB are brought to the attention of the AS in a timely and appropriate manner

NOTE: This job description is not designed to be all-inclusive. Employee may perform other related duties required to meet the ongoing needs of the Department.

STATEMENT OF ACKNOWLEDGEMENT AND COMMITMENT:

I (insert employee name) have been provided with a copy of my Job Description and I am fully aware of the duties, responsibilities and accountabilities of the role of **Team Leader - Training & Quality Assurance, Gr.16**. Under the terms and conditions of the Public Service and in line with the Code of Conduct I agree to undertake the duties prescribed to the best of my ability at all times.

Employee Name: Date:.....

Employee Signature:..... (Print)

Supervisor Name:..... Date:.....

Supervisor Signature;..... (Print) Supervisor Title:.....

Department Head Name:..... Date.....

Department Head Signature:..... Division Head Title:.....

