



PAPUA NEW GUINEA PUBLIC SERVICE

JOB DESCRIPTION

DEPARTMENT OF FINANCE
APPROVED JOB DESCRIPTION

Date: 24/09/2025

1. IDENTIFICATION

AGENCY: DEPARTMENT OF FINANCE	SYS. POSN. NO:	REF. NO: DFOS 017
OFFICE: LEVEL 4, TWIN TOWER 1	DESIGNATION/CLASSIFICATION: HUMAN RESOURCE OFFICER, GRADE 12	
DIVISION: ORGANISATIONAL STRATEGY	LOCAL DESIGNATION: EMPLOYEE RELATIONS	
BRANCH: HUMAN RESOURCE TRANSFORMATION	REPORTING TO: SENIOR HUMAN RESOURCE OFFICER (ER) SYS. POS. NO: REF. NO: DFOS.016	
SECTION: INTERGRITY & COMPLIANCE	LOCATION: TWIN TOWER 1, WAIGANI NCD	

HISTORY OF POSITION

FILE REF.	DATE OF VARIATION	DETAILS
	23.01.2021	Revise, rename, redesign
	24.02.2025	Redesigned & revised according to Re-org

2. PURPOSE

Assist with the coordination and implementation of fostering positive and productive relationships between employers and employees, aiming to improve communication, resolve conflicts, and enhance employee morale and engagement, ultimately leading to a more positive and productive work environment.

3. DIMENSIONS

The Human Resource Officer (Employee Relations) reports to the Senior Human Resource Officer (Employee Relations).

4. PRINCIPAL ACCOUNTABILITIES

- I. Assist with the Implementation of Employee Relations responsibilities, including the procedures;
- II. Recommend and impose sanctions, maintain records and ensure compliance;
- III. Collaborate with others, provide guidance and support, review and improve procedures;
- IV. Implement the recommendations by the disciplinary Committee and the Management through the Secretary.

5. MAJOR DUTIES

- Assist the Senior Officer (ER), in identifying a fair and inclusive process appropriate for employee concerns or grievances including overseeing employee fact-finding and ensuring adherence to employee relations policies and practices;
- Keep up-to-date with organizational and operational changes across the department to identify potential employee relations risks and develop plans to address proactively;
- Assist the Senior HR Officer (ER), oversee the use of effective documentation techniques and maintain accurate, confidential records regarding all reported matters and fact-finding documentation;
- Interpret and apply understanding of Personnel policies and practices, employment law, and other regulations to provide guidance or clarification for ER matters;

- Maintain the highest level of confidentiality and integrity when managing disciplinary and employee relations issues and managing reported matters;
- Efficiently execute all the procedures, including the recommendations by the Disciplinary Committee.

6. NATURE AND SCOPE

6.1 WORKING RELATIONSHIP

(a) Internal

- Liaise closely with the Assistant Secretary – Human Resource Transformation Branch;
- Working alongside Divisional FASs, GESI Desk and Legal Unit;
- Liaise with all Department of Finance staff across all divisions.

(b) External

- Liaise with relevant organisations as directed to do so by the DoF Management regarding I&C Unit matters.

7. CONSTRAINTS FRAMEWORK AND BOUNDARIES

7.1 Rules & Procedures:

- Public Finance (Management) Act and related instructions
- Public Service (Management) Act and General Orders
- Development Strategic Plan (2010 – 2030)
- Internal Department of Finance Policies and Procedures
- Gender Equity & Social Inclusion Policy
- Ethics and Value-based Executive Leadership & Management Capability Framework
- Current Corporate Plan and Annual Operational Plan.



7.2 Recommendations:

- Provide recommendations to First Assistant Secretary (FAS) through Assistant Secretary (AS) on I&C Unit matters;
- Recommend to First Assistant Secretary (FAS) through Assistant Secretary (AS) possible resolutions and identify ways to improve issues, systems and process within the branch, division and Department.

7.3 Decisions:

- Provide insights and make decisions on delegation/allocation of tasks;
- Decide on relevant recommendation to be brought to the attention of the First Assistant Secretary (FAS) through the Assistant Secretary AS).

8. CHALLENGES

- Keeping update and aware with changes in legislations, Acts, and internal policies;
- Performing higher role of duty in the absence of the incumbent;
- Contribute to the alignment of personal goals with divisional goals in open communication and cooperation with management, and contribute to a work environment appropriate for the work and conducive to shared employee well-being.
- Limited resources may constrain resourcing and development capacity. In addition, gaps created as result of staff turnover or staff undertaking long term study can influence priorities and resource allocation. It is important that people are aware of the potential impact of a broad array of resource limitations.

9. QUALIFICATION, KNOWLEDGE, EXPERIENCE AND SKILLS

Qualifications and Experience:

- Bachelor Degree in Human Resource Management, Industrial Psychology, Strategic Management or Business Administration;
- Membership with PNG HRI or an affiliated professional organisation;
- Minimum of 3-5 years' experience in HR role in a Public Service Agency;
- Exposure in the related field and or specifically with Employee Relations or Staff Discipline matters;
- Knowledge of the Public Service GO, PFMA, PSMA and the relevant legislation and acts.

Knowledge:

- Knowledgeable in the application of Laws when dealing with disciplinary matters and staff grievance or complaints;
- Knowledgeable in presenting cases and complaints at the disciplinary Committee Meeting and discharge of resolutions by the Management or the committee;
- Knowledge of the range of Acts, laws and policies governing the work of Department of Finance and the Public Service;
- Knowledge and understanding of a range of human resource issues, including employee relations and staff discipline;
- Exposure with email and MS applications including Word, Excel and PowerPoint for conducting presentations.

Skills and Abilities:

- Effective written and oral communication, including presentation of reports to management;
- Ability to represent the Department at public Service Commission hearing and cases regarding Staff Disciplinary matters;
- Effective management and task delegation skills at all levels;
- Exceptional ability to work well with colleagues and effectively mentor subordinates;
- Effective planning, organization and implementation skills;
- Ability to manage stress and work under pressure.

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:

Ihave been provided with a copy of my Job Description and I am fully aware of the duties, responsibilities and accountabilities of the **Human Resource Officer (Employee Relations), Gr. 12**. 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:.....

Division Head Name:..... Date:.....

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

