



## PAPUA NEW GUINEA PUBLIC SERVICE

### JOB DESCRIPTION

#### 1.0 IDENTIFICATION

|  |  |                             |                            |
|--|--|-----------------------------|----------------------------|
| <b>AGENCY:</b><br>Department of Information and Communication Technology | <b>SYS. POSN. NO:</b><br>0580000055                            | <b>REF. NO:</b><br>ICPP. 21 |                            |
| <b>WING:</b><br>Policy & Emerging Technology                             | <b>DESIGNATION/CLASSIFICATION:</b><br>Manager Gr.16            |                             |                            |
| <b>DIVISION:</b><br>Policy Planning and Monitoring                       | <b>LOCAL DESIGNATION:</b><br>Manager (Monitoring & Evaluation) |                             |                            |
| <b>BRANCH:</b><br>Monitoring & Evaluation                                | <b>REPORTING TO:</b><br>Executive Manager (Pol Planning & Mon) | <b>SYS. POS. NO:</b>        | <b>REF. NO:</b><br>ICPP.14 |
| <b>SECTION:</b>  | <b>LOCATION:</b><br>Waigani                                    |                             |                            |

#### HISTORY OF POSITION

| FILE REF. | DATE OF VARIATION | DETAILS   |
|-----------|-------------------|---|
| Org:      | 1/08/20           | Created as per the restructure of the Department. |

#### 2.0 PURPOSE

The Manager (M&E) is responsible for monitoring and evaluating the performance of ICT policies and regulatory guidelines and where appropriate recommend strategies to review and improve the capacity of government departments, agencies and provincial administrations to deliver services more effectively and efficiently.

#### 3.0 DIMENSIONS

| FINANCE                   | NO.OF STAFF SUPERVISED     | OTHER RESOURCES   |
|---------------------------|----------------------------|-------------------|
| Annual Branch budget plan | Direct: 2<br>Indirect: SOS | All Branch assets |

#### 4.0 PRINCIPAL ACCOUNTABILITIES

- 4.1 Provide regular reports and briefs to the Executive Manager (Policy & Monitoring) on monitoring and evaluation outcomes and administrative matters.
- 4.2 Manage the Branch effectively and efficiently and ensure that work program targets and objectives are achieved consistent with the Management Plan.
- 4.3 Ensure the systemic monitoring and evaluation of impacts and risks of ICT policies on service delivery across the whole of government.
- 4.4 Lead research and analysis into priority ICT policy and implementation issues to support decision-making by the Department.
- 4.5 Ensure timely review of M&E programs and activities to measure performance outcomes and deliverables.

4.6 Ensure effective management of staff work performance, training and development in collaboration with Human Resources Management Branch.

## **5.0 MAJOR DUTIES**

- 5.1 Provide reports and briefs to the Executive Manager (P&M) on ICT policy and administrative matters.
- 5.2 Manage the Branch effectively and efficiently and ensure that work program targets and objectives are achieved, consistent with the Management Plan.
- 5.3 Monitor and evaluate existing policies and regulations to assess risks and impacts on service delivery across the whole of government.
- 5.4 Conduct reviews into priority ICT policy issues that require Department or Ministry response and ensure that reports of findings are submitted to senior management for consideration.
- 5.5 Conduct reviews of M&E programs and activities, identify associated risks for corrective measures and submit final reports on time for decision-making.
- 5.6 Develop a risk management toolkit for adoption in M&E work programs for use as a business planning mechanism in the Department.
- 5.7 Monitor and evaluate the impacts of the ICT Policy 2008, ICT Roadmap 2018 and PNG Digital Transformation Policy 2020 on service delivery, governance and overall performance across the whole of government.
- 5.8 Monitor and evaluate the implementation of the 2018 post APEC Digital Commitments and its impact across the whole of government, business and citizens and report on progress to management.
- 5.9 Lead research and investigation into targeted ICT issues including emerging technology to support planning and decision-making by the Department.
- 5.10 Participate in ICT development forums to support policy formulation and implementation in collaboration with other functional areas of the Department.
- 5.11 Monitor implementation of major ICT development projects and PIPs to ensure compliance to procurement procedures consistent with requirements of National Procurement Commission.
- 5.12 Manage and promote staff performance, training and development in collaboration with Human Resources Branch.
- 5.13 Review Branch annual work plan and budget to improve performance to achieve goals and targets.
- 5.14 Attend meetings and represent the Department as directed.
- 5.15 Undertake other duties as directed by the Executive Manager.

## **6.0 NATURE AND SCOPE**

As a frontline manager, the incumbent ensures the successful monitoring and evaluation of ICT policies and work programs. Other roles of the Manager are;

- Conduct investigations and assessment into targeted ICT issues as directed.
- Provision of data and findings for use by the Department and relevant stakeholders
- Assist in the preparation of discussion papers, research findings and NEC Submissions,
- Conduct regular Branch staff meetings
- Assist in the planning and preparation of the Annual Budget of the Department

- Build and maintain work team culture, motivate and mentor staff to improve performance and commitment.
- Implement Covid-19 (Niupela Pasin) Policy

This is a Category (C) Public Service Senior National Contract position.

## 6.1 WORKING RELATIONSHIP

### Internal

- Consult Executive Manager on policy and administrative matters
- Consult with other Branch Managers on appropriate policy, planning and program implementation matters.
- Consult with staff on administrative and work related matters.

### External

- Liaise with NICTA and organizations on policy and regulatory issues as directed.
- Liaise with appropriate stakeholders in business and public on DICT policy initiatives.
- Collaborate with other government departments, provincial administration and academic institutions on ICT development issues.

## 6.2 WORK ENVIRONMENT

The Manager (M& E) would generally be a policy analyst or researcher, utilizing relevant assessment methodologies and techniques to facilitate the monitoring and evaluation of appropriate policies and plans. The incumbent would possess significant experience in providing reports on the performance of ICT policies and development programs.

## 7.0 CONSTRAINTS FRAMEWORK AND BOUNDARIES

### 7.1 Rules and Procedures

The Manager is guided by the;

- Internal management and operational policies of the Department,
- Department budget control measures,
- ICT and other relevant government development policies including MTDP 3,
- Public sector reforms,
- Public Service Code of Ethics and Conduct,
- ICT legislations and other relevant laws and regulations.

### 7.2 Decision

- Branch work plans and procedures
- Staff performance appraisal, training and development
- Conflict management and resolution.

### 7.3 Recommendation

- Staff promotion, transfer, training and development.
- New or revised work plans and activities.
- Work ethics and business best practices.

## 8.0 CHALLENGES

- Work culture, values and ethics.
- Negative work practices.

- Lack of staff capacity and resources.
- Lack of team work and participation.
- Lack of support from Management

## **9.0 QUALIFICATIONS, EXPERIENCES AND SKILLS**

### **9.1 Qualifications**

Must possess a bachelor's degree in public policy and management, business, ICT or an appropriate discipline from a recognized university.

### **9.2 Knowledge**

- Sound knowledge of ICT industry with emphasis on policy development issues.
- Possess knowledge of research and analysis, planning and implementation of programs and projects.
- Conversant with open government conventions, Digital Transformation Policy, ICT regulations, MTDP 111 and other relevant government development policy priorities.
- Conversant with other relevant laws and regulations including Public Finance (Management) Act, and regulations, Public Service (Management) Act and PS General Orders.

### **9.3 Skills**

- Demonstrated leadership, management and organizational ability to achieve quality performance outcomes.
- Excellent communication, analytical and evaluation skills
- Demonstrated interpersonal ability in building good working relationships with staff and stakeholders
- Maintain public service professionalism and probity.
- Maintain positive image of the Department.
- Computer literate.

### **9.4 Work Experience**

Possess at least five years of managerial and supervisory work experience with proven track record in the monitoring and evaluation of policy, development programs and implementation in a major government agency or the private sector.