



BANK OF PAPUA NEW GUINEA

Position Description

Job Title	Media & E-Communications Unit Manager
Reporting to	Corporate Services Department Manager
Location	Port Moresby, Bank of Papua New Guinea
Salary range	Grade 9
Employment Type	National Contract

Role Description

The primary role of the Media and E-Communication Manager is to provide e-Media policies, planning, oversight and management of all e-Media Services within BPNG. It has a direct report to the Corporate Services Manager, the Multi Media & E-Communication Manager has a pivotal role in guiding and leading BPNG into a new era of digital and social communications.

Responsibilities:

- **Leadership**

Key Activities

- Provide thought leadership for e-Media Services across the entire Bank.
- Reinforce the desired BPNG culture.
- Support the Corporate Affairs Group (CAG) with coaching; mentoring and ensuring appropriate resources are available with respect to e-Media Services.
- Recruit the right 3rd Party providers to assist with e-Media Services content development.
- Accountabilities for all e-Media Services outcomes and deliverables.
- Provides challenging and stretching tasks and assignments for individual reports.
- Holds frequent development discussions.
- Creates compelling development plans and executes them.

- **Strategy [Contribute to the Bank's long-term and short-term plans]**

Key Activities

- Lead the development and implementation of strategy and ensure BPNG has excellent e-Media Services in order to provide an integrated approach to the management of information and all e-Media channels.
- Align e-Media Services strategies, plans and service delivery to key BPNG operational plans.
- Focus on adding value at both an operational and long-term strategic level.
- Ensure consultation and feedback processes in place to identify business' e-Media Services needs and continuously improve e-Media Services provided to BPNG's business units.
- Provide advice to the Executive Leadership Team on strategic and operational e-Media Services issues.
- Provide advice and support to other BPNG business units to enhance the quality of e-Media Services decisions and ensure integration across the Bank.
- Lead and ensure key CSD projects are completed successfully.

- **Business Management**

Key Activities

- Act commercially, managing company resources efficiently and effectively.
- Proactively develop and implement quality improvements to team systems and practices.
- Ensure all e-Media Services activities meet commercial and legal requirements.
- Approve, coordinate and be ultimately responsible for all e-Media Services projects.
- Develop and maintain appropriate e-Media Services resource pool capable of supporting the e-Media Services information needs of all BPNG business units.
- Understand and assist in the enforcement of corporate ICT policies and standards relating to the acquisition, implementation, and operation of e-Media Services.
- Negotiate e-Media Services service level agreements with user organisations and monitor e-Media Services performance to assure service levels are being met.

- **Relationships**

Key Activities

- Builds constructive and effective internal and external relationships.
- Create and deliver on appropriate customer expectations.
- Represent BPNG at relevant external forums, presenting a professional and positive image of the Bank.
- Maintain an appropriate profile, to ensure BPNG is viewed positively externally.
- **Support the Bank's Corporate Values: Efficiency; Professionalism; Accountability; Teamwork; Transparency; Integrity.**

Key Activity

- Demonstrate behaviours consistent with the Bank's values.

Requirements:

- **Education:** The incumbent must hold professional qualification, preferably a Bachelor, Masters or MBA in Information Science, Computing, Business Management, Computer Science or a related field from a recognised University.
- **Experience:** Professional experience of 5 – 10 years in the management role and professional characteristics to demonstrate the requisite competencies and values.
- **Skills:**
 - Appropriate skills and knowledge to deliver accountabilities of the position.
 - Personal attributes to work collaboratively with management and staff of the Corporate Affairs Department, other BPNG Departments and ICT management and team members.
 - Proven experience in developing high quality documentation in a timely manner.
 - A total understanding and practical skills in managing the SDLC.
 - A background in Business Analysis and Programming and a thorough understanding of the systems development Life cycle and its application to e-Media Services.
 - The ability to take responsibility and provide positive outcomes during undesirable e-Media Services outages.
 - Project Management skills.
 - Experience in performing business and system analysis and documenting work flows and business processes.
 - A proven customer-focus attitude.
 - A working knowledge of ITIL, preferably holding some certification in one or both would be useful.
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Working Relationship

The incumbent will establish and maintain the following internal and external relationships:

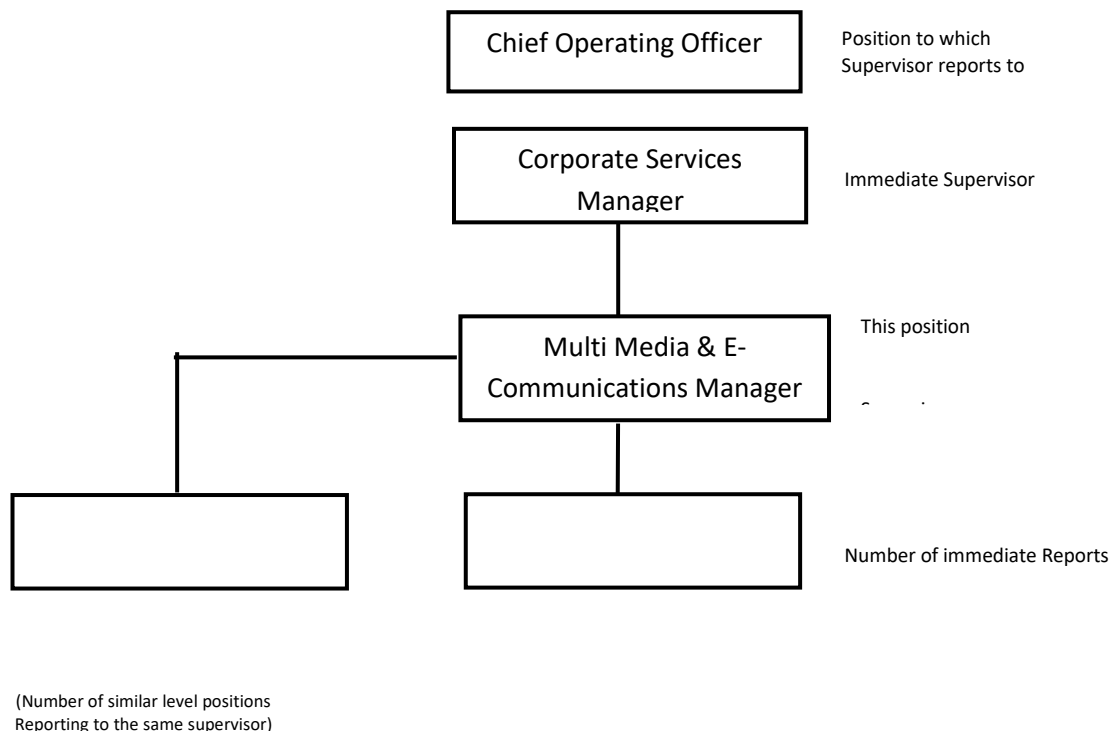
- **Internal**
- All ICT users

- All Departmental Heads with EMS requirements
- All other members of the Corporate Services Department esp.:
 - Human Resources Department
 - Information Technology Department
- Change Advisory Group
- Internal Audit
- Risk Office

Authority Levels:

<u>Function</u> Core Functions	<u>Objective 9</u> High Performance Culture is thriving <u>Objective 10</u> Targeted Capability is uplifted and performance is improved
<u>Goal 6</u> Establish BPNG as a modern high performing and trusted institution	<u>KRA 9.1-9.5</u> Our team models our values of integrity, efficiency, transparency, professionalism, teamwork and accountability. <u>KRA 10.1-10.5</u> We understand the Bank's future needs and are preparing the workforce to meet new challenges.

Reporting Relationship



Refer also to the full Organisation Chart

Bank Values:

- Integrity – with integrity we build good governance and credibility.
- Transparency – with transparency our decisions stand scrutiny.
- Accountability – through accountability we take responsibility for our decisions and actions.
- Efficiency – with efficiency we produce quality results on time and on budget
- Professionalism – through professionalism we strive for best practice.
- Team work – through team work we benefit from sharing skills, knowledge and experience.