



## BANK OF PAPUA NEW GUINEA

### Position Description

|                        |                                        |
|------------------------|----------------------------------------|
| <b>Job Title</b>       | Manager Client Support Unit            |
| <b>Reporting to</b>    | Head of Human Resource Department      |
| <b>Location</b>        | Port Moresby, Bank of Papua New Guinea |
| <b>Salary range</b>    | TBA                                    |
| <b>Employment Type</b> | TBA                                    |

#### **Role Descriptions:**

The Manager, Client Support Unit is responsible for ensuring the Bank's workforce and staffing needs are met through its recruitment process based on set guidelines and policies as well as addressing staff disciplinary and welfare issues.

The role will also be responsible for developing staffing strategies to build optimum capacity including preparing annual staffing budget and recruitment agency advertising costs. The incumbent will oversee induction programs to effectively bring new employees into the bank and represent the Bank in Employee Relations matters.

#### **Responsibilities**

- ✓ Develop and obtain approval for the annual staffing plan based upon the Bank's strategic plan and projected staffing needs.
- ✓ Develop and recommend appropriate grading and compensation structures based on the Bank's Job Evaluation system and market forces.
- ✓ Provide quality service and support for the Bank's staffing needs by effectively managing the cost.
- ✓ Facilitate Contract and Terms & Conditions as it relates to new employees currently under contract
- ✓ Administration and implementation of all staffing activities.
- ✓ Ensure that all staffing activities are compliant with the Bank's Recruitment and Selection policy for recruitment, re-deployment, and promotions.
- ✓ Oversees the pre-employment checks and requirements, (e.g. Medical, Referee checks etc...).
- ✓ Ensure that record of all recruitment and selection activities, including promotions and transfers of existing staff are updated on regular basis and that all documentation is complete for auditing purposes.
- ✓ Supervise, guide and mentor direct reports, monitoring their performance to ensure the delivery of superior and competent customer support.
- ✓ Maintain effective relationships with various recruiting agencies, PNG Universities and Tertiary Colleges.

#### **Requirements**

##### **1. Minimum Qualifications**

- ✓ A Master's degree and Bachelor Degree in Human Resource Management, Business Administration, Organizational Psychology or a related field from recognized institutions
- ✓ Affiliation with institutions who practice effective Human Resource Management with in the Professional HR faculty.

## **2. Experiences**

- ✓ Five plus years' experience with increasingly responsible management positions within Human Resources
- ✓ Proven experience in a senior HR leadership role, preferably within the banking or financial sector.
- ✓ Strong knowledge of HR best practices, labour laws, Public Service General Orders and compliance requirements relevant to Papua New Guinea.
- ✓ Demonstrated ability to develop and implement HR strategies that align with organizational goals.
- ✓ Excellent interpersonal, communication, and negotiation skills to engage with a diverse workforce.
- ✓ Specific experience and knowledge in employee relations and staffing. Ideally, the candidate will have exposure with succession planning.
- ✓ Experience working within a company having 400+ employees at a senior level.

## **3. Skills/Attributes/Competencies**

- ✓ Requires Critical thinking skills, decisive judgement and the ability to work with minimal supervision
- ✓ Exceptional communication skills for both internally and externally.
- ✓ Result and people oriented
- ✓ Ability to perform multi-Functional roles
- ✓ Excellent Reasoning abilities

### **Working Relationship**

The Manager Client Support Unit will establish and maintain the following internal and external relationships:

#### **1. Internal Relationship**

- ✓ Accountable to the Head of Human Resource Department and works closely with other Department and Unit Managers.
- ✓ This position has 3 direct reports, 2x HR Officers, 1x Graduate level

#### **2. External Relationship**

- ✓ Maintain effective relationships with various Recruitment and Advertising agencies.
- ✓ PNG Universities, Tertiary Colleges and Training Institutions.
- ✓ Department of Personnel Management, Department of Labour and Industrial Relations other external HR service providers.
- ✓ Board Governance Committee (BGC) and Board Investment Committee (BIC).

### **Authorities & Delegations**

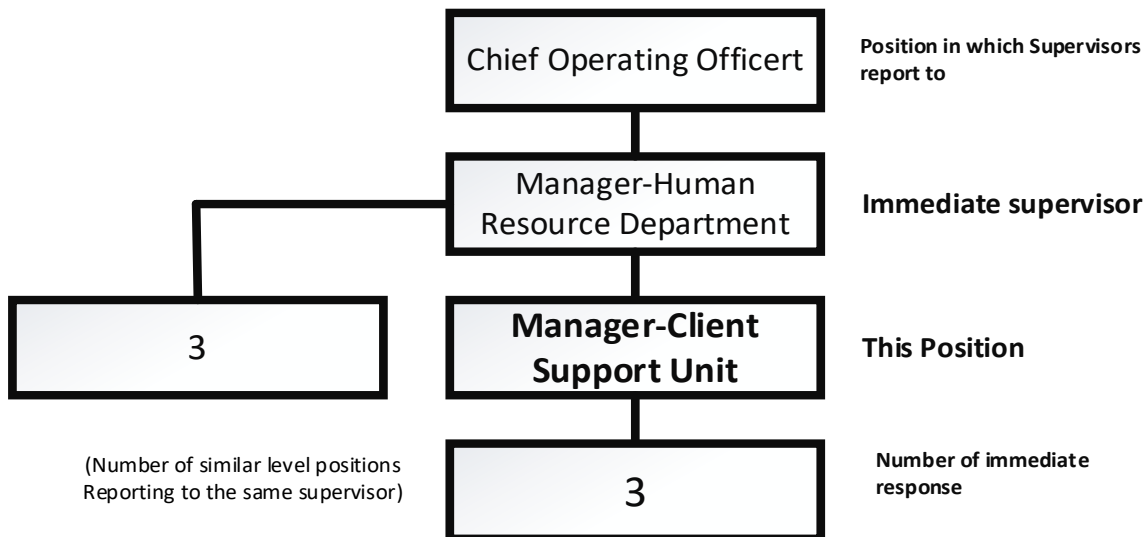
#### **1. Financial:**

- ✓ Can approve budgeted expenses to the value of K5000 to K10, 000.
- ✓ Seek guidance and/or approval from the department Manager, Human Resource Department beyond approved budget.

#### **2. Staffing Authority:**

- ✓ Support and Advice from Department Manager, fill all unit Manager, Executive Support Vacancies within approved guidelines.
- ✓ Work closely with the Department Manager, HRD to develop an action plan and time line to fill vacancies.

### 3. Reporting Relationship



This section refer to SP 24-25 BPNG strategic logic

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

#### **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.