

**GOVERNMENT OF KIRIBATI  
POSITION DESCRIPTION**

<b>1. Ministry:</b> Ministry of Foreign Affairs and Immigration	
<b>2. Position Title:</b> Office Manager	<b>3. Salary Level:</b> L12-11
<b>5. Reports To:</b> Assistant Secretary	<b>4. Division:</b> Administration & Policy Department
<b>6. Direct Reports:</b> Registry Clerks/Driver/Cleaners	
<b>7. Primary Objective of the Position:</b> To provide more complex administrative support to supervisors and senior staff in the Ministry.	

<b>8. Position Overview</b>	
9. Financial: NA	10 Legal: National Condition of Service 2012
<b>11. Internal Stakeholders:</b> - Admin or Other Staff from divisions  <b>Without referral to Manager:</b> -Ensure good customer service to both internal and external customers at all times  -Ensure that good records management system is in place supervising temporary or new registry staff, handling confidential records and correspondences in a professional manner, attending to any other assigned duties.  -Photocopying/ Scanning and Typing work if required.	<b>12. External Stakeholders:</b> - Ambassadors - High Commissioners - Other Colleagues of national, regional and international organizations - United States and United Nations Organizations - Line Ministries  <b>To be referred to Manager</b> - Draft correspondences and responses to queries for signing by supervisors.  -Allocating of incoming mails to appropriate and bring up to assigned officers.

*This is position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. It is an expectation that you may be required to perform additional duties as required.*

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<p><b>To be referred to Manager:</b></p> <ul style="list-style-type: none"> <li>-Establishing and maintaining a filing system, maintaining reference information in database form such as file index and the PF information in database form and bring up to assigned officers.</li> <li>-Assisting in maintaining leave records and correspondences in a confidential manner.</li> <li>-Photocopying/Scanning and Typing work if required</li> </ul>	
<p><b>13. KEY ACCOUNTABILITIES (Include linkage to KDP, MOP and Divisional Plan)</b></p> <ul style="list-style-type: none"> <li>▪ KDP/KPA:</li> <li>▪ MOP Outcome:</li> <li>▪ Divisional/Departmental/Unit Plan:</li> </ul>	
<p><b>Key Result Area/Major Responsibilities</b></p> <p>Customer Service (Client Service)</p> <p>Managing records management system</p>	<p><b>Major Activities/Duties</b></p> <p>Answering of queries related to Ministry portfolio and other related questions that can be immediately answered without reference to Senior Managers. Giving advice on simple and straight forward issues related to NCS</p> <p>Supervision of registry work on records management and</p>
	<p><b>Performance Measures/Outcomes</b></p> <p>All queries are dealt with within that day if done by phone or within one day of receipt of complaints</p> <p>To be done everyday</p>

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	to ensure that the work is done in a compliance with the registry Procedures Manual and Records Management policy	
Office Administration	Administer the Attendance Register Record and bring up to AS for any inconsistency	Recording of file movement should be done every time the file moves every day. Dealt with every day and every year.
Inspection of premises	Conducting routine inspection of premises and arranging necessary repairs.	Maintain safe and secure working environment
Record/ register office furniture's	Manage order and keep accurate record of all office furniture, office electrical appliances and stationaries.	

**14. Key Challenges**

-The post holder is expected to work more hours when and

**15. Selection Criteria**

**15.1 PQR (Position Qualification Requirement):**  
Education:

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<p>if required and will be dealing with difficult customers.</p> <p>-The post holder may be involved in the Ministry social functions such as members of the Social Committee, take part in the singing and dancing competition, part and may other committee that may operate during and outside working hours.</p> <p>-To carry out extra duties assigned by SRO at any time</p> <p>-Willing to undergo trainings by PSO as per instructed</p> <p>-Punctual in submitting required reports</p> <p>-Assist Hon. Minister and Secretary in the absence of Executive Assistant.</p>	<p>-Education: University Diploma in Management OR other relevant fields.</p> <p>-Form 5 with Cert. in Secretarial (Business)/Supervisory Skills plus 5 years in registry work with a pass in English course from any recognized tertiary institution.</p> <p><b>Other Requirement;</b></p> <ul style="list-style-type: none"> <li>-Have a valid driving licensed is an advantage</li> </ul> <p><b>15.2 Key Attributes (Personal Qualities):</b></p> <p><b>1. Knowledge:</b></p> <ul style="list-style-type: none"> <li>-The post holder should possess:</li> <li>-Fluency in both English and Kiribati Language</li> <li>-Has the ability to keep records</li> <li>-Should possess good computing skills with competence in Microsoft Word, Microsoft Excel and use of the Internet</li> <li>-Knowledge of basic office operations, office courtesy and protocols</li> <li>-Ability to draft simple correspondence</li> <li>-Ability to draft, update and amend simple budget</li> </ul> <p><b>2. Attributes</b></p>
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	<ul style="list-style-type: none"><li>- Active listening</li><li>- Efficient &amp; effective</li><li>- Innovative</li><li>- Hardworking and dedicated</li><li>- Physically and mentally fit</li></ul>
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