


GOVERNMENT OF KIRIBATI
POSITION DESCRIPTION

1. Ministry: MICTTD	2. Position Title: Office Manager	3. Salary Level: L12-11	4. Division: All Ministries
5. Reports To: Assistant Secretary or Senior Assistant Secretary		6. Direct Reports: Registry Clerks/Receptionist	
7. Primary Objective of the Position: To provide more complex administrative support to supervisors and senior staff in the Ministry			
8. Position Overview			
9. Financial: Nil		10 Legal: National ICT Policy, Communication Act 2012.	
11. Internal Stakeholder: EA DS/SAS/AS Without referral to Manager: <ul style="list-style-type: none"> • 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 To be referred to Managers/Supervisors: 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. Assisting in maintaining leave records and correspondences in a confidential manner.		12. External Stakeholder: In line Office Manager/Registry Clerks from all Ministries To be referred to Managers/Supervisors: Draft correspondences and responses to queries for signing by supervisors. Allocating of incoming mails to appropriate and bring up to assigned officers.	

This 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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Photocopying/Scanning and Typing work if required

13. KEY ACCOUNTABILITIES (Include linkage to KDP, MOP and Divisional Plan)

- **KDP/KPA:**
- **MOP Outcome:**
- **Divisional/Departmental/Unit Plan:**

Key Result Area/Major Responsibilities	Major Activities/Duties	Performance Measures/Outcomes
Customer Service (Client service)	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	All queries are dealt with within that day if done by phone or within one day of receipt of complaints.
Managing records management system	Supervision of registry work on records management and to ensure that the work is done in a compliance with the registry procedures Manual and records management policy	To be done everyday
Office Administration	Administer the Attendance Register Record and bring up to A for any inconsistency	Recording of the movement should be done every time the fill moves every day. Dealt with every day and every year.

14. Key Challenges

The post holder is expected to work more hours when and if required and will be dealing with difficult customers. 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 any other committee that may operate during and outside working hours

15. Selection Criteria

15.1 PQR (position Qualification requirement):

1. University Diploma in Management (rest of requirement is not necessary) OR
2. Form 5 with Cert. in Secretarial (Business) Supervisory, Skills plus 5 years in registry work OR
3. Form 3 with Cert in Secretarial (Business)/Supervisory skills plus 5 years in registry work with a pass in English course from any recognized tertiary institution.

15.2 Key Attributes (Personal Qualities):

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The post holder should possess:
Fluency in both English and Kiribati Language
Has the ability to keep records
Should possess good computing skills with competence in Microsoft Word, Microsoft Excel and use of the Internet
Knowledge of basic office operations, office courtesy and protocols
Ability to draft simple correspondence
Ability to draft, update and amend simple budget

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24/06/22