

**GOVERNMENT OF KIRIBATI
POST DESCRIPTION**

1. Ministry: Ministry of Tourism, Commerce, Industry and Cooperatives		
2. Position Title: Senior Tourism Officer (Training and Development Unit)	3. Salary Level: L6	4. Division: Tourism Authority of Kiribati
5. Report to: Chief Executive Officer		6. Direct report to: Deputy Chief Executive Officer
7. Primary Objective of the position: To devise the unit's strategy and plan in relation to the enhancement of employees' skills, performance, productivity and quality of work and services to customers within the tourism and hospitality sector.		

8. Position overview	
9. Financial: NIL	10. Legal: NCS, Tourism Act 2018, TAK Strategic Plan, Kiribati Sustainable Tourism Policy, TAK Tourism and Hospitality Workforce Development Plan, SPTO PRTCBP.
11. Internal stakeholders: CEO/DCEO/DS/Sec To be referred to Manager: -Formulation, development, implementation and reviewing of Tourism and Hospitality Workforce Development Plan - Endorsement of programs, activities and budget in relation to the enhancement of employees' skills, performance, productivity and quality of work and services within the tourism and hospitality sector. - To give approval on the TAK HRD Plan	12. External stakeholders: Government Ministries, Tourism operators, MTC, KIT, USP, KTCPD, SPTO, ServicePro International tourism and hospitality institute, Tourismworx AUT, Pacific TAFE, APTC, Other local, and international hospitality training Institution, Other donors agencies. To be referred to Manager: - Outsource training provider specialized in tourism and hospitality sector - identifications of training needs for employees and developing effective training strategies - establish and maintain good network with local and overseas training providers in tourism and hospitality sector.

Approved by: **Date: of Issue:**

13. Key accountabilities: (Include linkage to KDP, MOP and Divisional Plan)

- KPA
- MOP Outcome
- Divisional/Departmental/Unit Plan

Key Result Area/Major Responsibilities	Major Activities/Duties	Performance Measures/Outcomes
Industry Training	<ul style="list-style-type: none">• Undertake an annual training needs assessment for Kiribati's tourism and hospitality sector• Formulate, coordinate, implement and evaluate the learning and development initiatives for employees to enable and contribute to the delivery of high-quality services to customers within the tourism and hospitality sector	<p>Workforce analyzed, future training needs and based training programme/requirements identified.</p> <p>Training materials/aids, contents, and methods of delivery are endorsed and approved.</p> <p>Training is implemented</p>
Organizational Training	<ul style="list-style-type: none">• Undertake annual TAK staff training needs analysis• Formulate, coordinate, implement and evaluate TAK's staff's in-house and external training programs – TAK HRD Plan	<p>TAK HRD Plan formulated and developed and submitted. Review and update will be done annually</p>
Budgets and planning	<ul style="list-style-type: none">• Develop an annual Kiribati Tourism & Hospitality Workforce Development plan• Prepare an annual T&D budget	<p>Tourism Hospitality Workforce Development Plan reviewed annually.</p> <p>TAK proposed plan & budget compiled and submitted for approval</p>

Online Training Portal – Local industry stakeholders	Develop an online hospitality training portal based on the topics determined through the industry training needs assessment.	Should capture both quantitative and qualitative indicators focusing on user engagement, learning effectiveness, system efficiency, and impact on industry capability.
Community Training & Awareness	Formulate, coordinate, implement and evaluate primary, junior high school and local community tourism outreach programs	Contents and message for tourism awareness campaign for schools are approved
Industry Recognition	Develop and coordinate a system of tourism awards for all tourism and hospitality services Work in conjunction with Mauri Mark team to identify best tourism operators who complies with tourism standards	Task force established and all key stakeholders engaged.
Tourism and Hospitality Training Calendar	Oversee that the training calendar is followed and carried out and that any assistance required are available on time.	The training calendar is clearly communicated and followed by all tourism operators

14. Key Challenges	15. Selection criteria
The post holder is expected to work closely with government and private stakeholders and tourism and hospitality training institutes/providers locally and internationally to come up with the best options that lead on to improving and contributing to the performance of high quality work and services within the tourism and hospitality sector	15.1 PQR (Position Qualification Requirements) Education: Degree in Tourism Studies Experience: 3 years Prerequisite: (Pre-condition/Essential/Must) 15.2 Key Attributes (Personal qualities)

	<p>1. Knowledge Fluent in both Kiribati and English language Knowledge of lesson plan development and training delivery techniques</p> <p>2. Skills Creativity and very social</p> <p>3. Attributes Excellent customer service</p>
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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.

Approved by: **Date of Issue:**