



PAPUA NEW GUINEA CUSTOMS SERVICE

JOB DESCRIPTION

1) IDENTIFICATION

AGENCY: PNG CUSTOMS SERVICE	SYS. POS. NO:	REF. NO:		
	0000155043	CUHR 047		
	DESIGNATION/CLASSIFICATION: TRAINING OFFICER – INTERNAL STUDIES			
WING:	LOCAL DESIGNATION: TRAINING OFFICER – INTERNAL STUDIES			
CORPORATE SERVICES				
DIVISION:	REPORTING TO:	SYS. NO:	POS.	REF NO:
HUMAN RESOURCE	MANAGER ADMIN & TRAINING			
SECTION: TRAINING & RESEARCH	LOCATION: PORT MORESBY, NCD			

HISTORY OF POSITION

FILE REF.	DATE OF VARIATION	DETAILS
	20/03/19	RESTRUCTURE - CREATED

2) PURPOSE

The PNG Customs Service is responsible for protecting PNG against risks and threats to the border; facilitating the legitimate movement of people and goods; and collecting revenue for the State.

The Human Resources Division has three Sections reporting to the Assistant Commissioner Human Resources. The Recruitment and Payroll Section takes on the responsibility of recruiting highly qualified and competent officers and the remuneration packages of the hired employees into the various vacancies that exists in the organisation. The Training and Research Section manages the training programs and the identification of the training gaps that affects officers' performances, and the Policy and Industrial Relations Section takes on all policy and Industrial relations matters concerning the Division and the organisation.

The core responsibilities of the Training Officer, Internal Studies is to ensure diligent administration and coordination of administration and logistics for In-house Training &



Development programs. The position also ensures that claims are raised for all training programs as planned in line with the Annual Training Plan Budgets and PNG Customs Administrative Order and relevant legislations.

The Training Officer, Internal Studies works under the direct supervision of, and supports, the Manager Administration & Training in delivering the Section's operational functions, including logistics for in-house training programs and administration of internal (in-country) training and study awards. The position supports the Manager in giving effect to Customs Administrative Order 5 (Staff Development and Training) and contributes to the PNG Customs Corporate Plan 2024-2028 Enabler 2: Corporate Services (Talent Management).

DIMENSIONS

The position has the following dimensions.

Financial: Is required to facilitate all claims for expenditure for training & development programs budgeted for in the Annual Training Budget in compliance with the Public Finance Management Act.

Staff: Nil

Others: As and when required by Manager Administration and Training.

3) PRINCIPLE ACCOUNTABILITIES

- Coordination and administration of logistics for in-house/internal Training & Development programs, in support of the Manager Administration & Training.
- Administration of internal (in-country) training and study awards, including Part-Time Study and Higher Learning Institution applications and claims, in accordance with Customs Administrative Order 5.
- Facilitation of payments and claims for internal training and study programs budgeted for in the Annual Training Budget, in compliance with the Public Finance Management Act.
- Record management of all internal training payments, receipts and training records, and timely updating of related registers.

4) MAJOR DUTIES

Coordination of Internal Training Programs

- Assist the Manager Administration & Training with scheduling, venues, materials and attendance registers for in-house training programs and the Annual Training Calendar.



- Support the coordination of onboarding and internship training programs.

Administration of Internal Study Awards

- Process applications, approvals and fee reimbursement claims for officers undertaking Part-Time Study and study at Higher Learning Institutions, in accordance with Customs Administrative Order 5.
- Verify officer eligibility and supporting documentation, and maintain internal training and study records for the Section.

Facilitation of Payments

- Raise and process claims for all approved in-country training and study programs, and reimbursement of course fees and related approved costs.
- Ensure all payments comply with the Public Finance Management Act and relevant Customs financial procedures.

Records Management and Reporting

- Maintain accurate and up-to-date records of all payments, receipts and internal training/study files.
- Provide timely and accurate reports to the Manager Administration & Training on funds used and status of internal training and study programs.

Other Responsibilities

- Assist with procurement and expenditure as required.

5) MINOR RESPONSIBILITIES

- Other duties as delegated by the Manager Administration & Training.

6) NATURE AND SCOPE

The position is located in Port Moresby within the Training & Research Section, Human Resources Division, and reports directly to the Manager Administration & Training. The role has no direct reports and is primarily operational, focused on coordinating logistics for in-house training and administering internal (in-country) training and study awards and related payments, in accordance with Customs Administrative Order 5.

6.1 WORKING RELATIONSHIP

(a) Internal

Maintain liaison with all divisions in the organisation

**(b) External**

Maintain relationship with other key external agencies, training providers, international stakeholders.

- Private Institution
- Government Institution
- National Training Council
- Other relevant external partner agencies

6.2 WORK ENVIRONMENT

The role is an operational and administrative position within the Human Resources Division, working closely with the Manager Administration & Training. It requires sound administrative, financial-processing and customer-service skills, and is shaped by PNG Customs Administrative Order 5, the Public Finance Management Act, public service regulations and Divisional policies and procedures.

7) CONSTRAINTS FRAMEWORK AND BOUNDARIES

This position will require the incumbent to maintain due diligence of all work carried out. The incumbent will have access to government data and personal information for all PNGCS officers that must always remain confidential and secure. The incumbent must also adhere to all government policies, procedures and regulations.

Rules/Procedures	• Code of Conduct and Ethics • Customs Administrative Orders 2016 (in particular AO5 – Staff Development and Training) • Customs Act & Regulations • Public Finances Management Act • PSMA • PNG Customs Service Act 2014 • Relevant HR Procedures and Policies
Decisions	• Eligibility of claims against approved Annual Training Budget lines • Day-to-day logistics arrangements for in-house training programs
Recommendations	• Goods and services • Awareness programs

8) CHALLENGES

This role requires a high level of commitment, honesty and integrity. The incumbent must be prepared to work under pressure to meet deadlines set by management.



9) QUALIFICATIONS, EXPERIENCE AND SKILLS

a) Education

- Diploma/Advance Diploma/Associate Degree in Human Resources, Education, Public Administration, Business Management or a related field.
- Minimum 3 years of experience in HR, training and development, preferably in a Public/Private organization.

b) Knowledge

- Sound knowledge of Public Service General Orders, Laws and regulations
- Sound Knowledge of PNG Customs Service Act and regulations.
- Sound knowledge of Government staff development procedures and policies, particularly Customs Administrative Order 5 (Staff Development and Training)
- Basic understanding of government/public administration processes
- Basic understanding of relevant laws, regulations and industry-specific compliance requirements.

c) Soft Skills

- Excellent organisational skills
- Ability to plan, organise and facilitate payments at a high level
- Able to work independently and manage multiple tasks simultaneously
- Excellent oral and written communication skills
- Possess Report Writing skills
- Excellent interpersonal skills
- Critical Thinking skills

d) Technical Skills

Proficient in the use of all Microsoft applications

e) Work Experience

Preferably minimum of three (3) years' experience in:

- Human Resources Management in Public/Private Sector.