# PAPUA NEW GUINEA CUSTOMS SERVICE

## JOB DESCRIPTION

## 1. IDENTIFICATION

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| **AGENCY:**<br>PNG CUSTOMS SERVICE | **SYS. POS. NO:** | **REF. NO:** | |
| | | CUIF 010 | |
| | **DESIGNATION/CLASSIFICATION:**<br>SENIOR OFFICER – FRAUD CONTROL CUS 10 | | |
| **WING:** | **LOCAL DESIGNATION:**<br>SENIOR OFFICER – FRAUD CONTROL | | |
| OFFICE OF THE CHIEF COMMISSIONER | | | |
| **DIVISION:** | **REPORTING TO:** | **SYS. POS. NO:** | **REF NO:** |
| INTERNAL AFFAIRS | MANAGER FRAUD CONTROL | **CUIF 009** | |
| **SECTION:**<br>INTENAL AFFAIRS | **LOCATION:**<br>PORT MORESBY | | |

### HISTORY OF POSITION

| FILE REF. | DATE OF VARIATION | DETAILS |
|---|---|---|
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## 2. PURPOSE

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

The primary responsibility of the Internal Affairs division is to investigate allegations of professional misconduct, criminal activities and policy violation committed by officers and its external stakeholders. The division functions to ensure self-governance, preserve public trust, and maintain organisation integrity.

The position of Senior Officer - Fraud Control is responsible to detect, investigate, prevent, and deter fraud, corruption, revenue leakage, and other unlawful activities affecting the organization. The Senior Officer Fraud Control is responsible for leading fraud investigations, conducting intelligence analysis, implementing fraud prevention strategies, and ensuring compliance with relevant legislation, policies, and procedures.

## 3. DIMENSIONS

**Financial:** Is not a financial delegate but can make expenditure requests for goods and services as an Authorised Requisitioning Officer (ARO) under the Public Finance Management Act and is required to assist in the development of annual budget proposals for the division.

**Staff:** Is responsible for six (6) subordinates
**Others:** Is responsible for any official asset(s) allocated to the division.

## 4. PRINCIPLE ACCOUNTABILITIES

1. Development of strategies for the division that are in line with the organisation's goals and objectives.
2. Planning and monitoring of operational activities for the Internal Affairs division.
3. Administration of the Internal Affairs division.

## 5. MAJOR DUTIES

### 1. Fraud Detection and Prevention

- Lead and conduct investigations into alleged fraud, corruption, theft, misconduct, and related offences.
- Gather, analyse, and preserve evidence in accordance with legal requirements.
- Interview witnesses, subjects, and other relevant persons.
- Prepare investigation reports and recommendations for management action.

### 2. Investigations

- Assist in detecting, containing, and recovering from cyber incidents.
- Maintain incident records and prepare incident reports.
- Support digital evidence collection and preservation.
- Participate in cyber security investigations.

### 3. Intelligence and Analysis

- Collect, assess, and analyse intelligence relating to fraud activities.
- Develop intelligence products to support enforcement operations.
- Maintain confidential records and intelligence databases.
- Identify emerging fraud trends and risks

### 4. Compliance and Enforcement

- Ensure compliance with applicable laws, regulations, policies, and procedures.
- Coordinate enforcement activities related to fraud investigations.
- Support prosecution processes through preparation of evidence and court documentation.
- Liaise with law enforcement agencies, anti-corruption bodies, and other stakeholders.

### 5. Reporting and Documentation

- Prepare detailed investigation reports, briefs, and management reports.
- Present findings to senior management and relevant committees.
- Maintain accurate investigation and case management records.
- Ensure proper handling of sensitive and confidential information.

6. **Supervision and Leadership**
   - Provide guidance and mentoring to Fraud Control Officers.
   - Coordinate work assignments and monitor team performance.
   - Assist in developing operational plans and investigation strategies.
   - Promote ethical conduct and professional investigative standards.

**7. NATURE AND SCOPE**

The position of Senior Officer - Fraud Control is responsible to detect, investigate, prevent, and deter fraud, corruption, revenue leakage, and other unlawful activities affecting the organization. The Senior Officer Fraud Control is responsible for leading fraud investigations, conducting intelligence analysis, implementing fraud prevention strategies, and ensuring compliance with relevant legislation, policies, and procedures.

**WORKING RELATIONSHIP**

**a. Internal**

Develop and maintain liaison with;
- Business Unit
- Executive Management
- Risk and Compliance Teams
- Other relevant Divisions;

**b. External**

Develop and maintain liaison with other external stakeholders;
- Government ICT Agencies
- Law Enforcement Agencies
- Cyber Security partners and vendors
- Internet Service Providers
- Other relevant external stakeholders

**8. AUTHORITY**

1. Access cyber security monitoring systems.
2. Recommend security controls and corrective actions.
3. Escalate cyber incidents in accordance with approved procedures.

**9. WORK ENVIRONMENT**

This is supervisorial position and will require the incumbent to be a team player and possess sound interpersonal and numerical skills.

**10. KEY PERFORMANCE INDICATORS (KPIs)**

- Number of fraud investigations completed.
- Quality and timeliness of investigation reports.
- Reduction in identified fraud risks and revenue leakage.
- Successful prosecution or administrative action outcomes.
- Compliance with investigation procedures and standards.
- Delivery of fraud awareness and prevention initiatives

**11. CONSTRAINTS FRAMEWORK AND BOUNDARIES**

This role will require the incumbent to maintain due diligence of all work carried out. He/she will have access to government & personal data and information that must remain confidential and secure at all times. The incumbent must also adhere to all governance policies and standard operating procedures.

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| This position is bound by the following Rules/Procedures. | • Code of Conduct and Ethics<br>• Customs Administrative Orders<br>• Customs Act & Regulations<br>• Other Legislation enforced at the border<br>• Public Finances Management Act<br>• PNG Customs Service Act<br>• Relevant Standard Operating Procedures and Policies |
| This position is responsible for making the following Decisions for the division. | |
| This position can make the following Recommendations for the Section. | • Operations Plan<br>• Request for Resources |

**12. CHALLENGES**

The role requires a high level of commitment and integrity, to ensure deadlines and turnaround times are met. The incumbent must be a team player, work under pressure and may be required to work after hours.

**13. QUALIFICATIONS, EXPERIENCE AND SKILLS**

**a. Qualifications**

- Bachelor's Degree in Law, Criminology, Accounting, Auditing, Customs Administration, Business Management, Public Administration, or related discipline.
- Industry certifications such as:
    - Certified Fraud Examiner (CFE).
    - Certificate or Diploma in Investigation Practices.
    - Advanced training in intelligence analysis, interviewing, or evidence management.

**b. Knowledge**

- Fraud control principles and practices.
- Investigation methodologies.
- Evidence handling and chain-of-custody requirements.
- Relevant legislation and regulatory frameworks.
- Risk management and internal controls.

**c. Skills**

- Investigation and interviewing skills.
- Analytical and problem-solving skills.
- Report writing and presentation skills.
- Intelligence gathering and analysis.
- Stakeholder engagement and communication skills.
- Leadership and staff supervision.

**d. Work Experience**

- Minimum 5 years' experience in fraud investigations, compliance, auditing, customs enforcement, law enforcement, or a related field.
- Experience managing complex investigations and case files.
- Experience preparing prosecution briefs and investigation reports.
- Supervisory experience is desirable.

**e. Personal Attributes**

- High integrity and ethical standards.
- Professionalism and confidentiality.
- Strong attention to detail.
- Sound judgment and decision-making ability.
- Ability to work under pressure and meet deadlines.
- Commitment to accountability and public service values.

**f. Authority Level**

- Conduct investigations and inquiries within delegated authority.
- Access operational information required for investigations.
- Recommend disciplinary, administrative, or enforcement actions based on investigation findings.