



PAPUA NEW GUINEA CUSTOMS SERVICE

JOB DESCRIPTION

1. IDENTIFICATION

AGENCY: PNG CUSTOMS SERVICE	SYS. POS. NO:	REF. NO:	
		CUIF 017	
	DESIGNATION/CLASSIFICATION: SENIOR OFFICER – SECURITY OPERATIONS CUS 10		
WING:	LOCAL DESIGNATION: SENIOR OFFICER – SECURITY OPERATIONS		
OFFICE OF THE CHIEF COMMISSIONER			
DIVISION:	REPORTING TO:	SYS. POS. NO:	REF NO:
INTERNAL AFFAIRS	MANAGER SECURITY	CUIF 016	
SECTION: INTENAL AFFAIRS	LOCATION: PORT MORESBY		

HISTORY OF POSITION

FILE REF.	DATE OF VARIATION	DETAILS

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 Senior Officer Security is responsible for planning, coordinating, and implementing security operations to safeguard PNG Customs personnel, facilities, assets, information, and operations. The position provides specialist security advice, oversees security arrangements, manages access controls, supports investigations, and liaises with law enforcement and other security agencies to protect the integrity and reputation of the PNG Customs Service.

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. Security Operations Management

- Coordinate and oversee security operations for Customs headquarters, regional offices, and operational sites.
- Conduct risk assessments and recommend appropriate security measures.
- Monitor security threats and incidents and implement mitigation strategies.
- Ensure compliance with approved security policies and procedures.

2. Asset and Facilities Protection

- Provide security oversight for all Customs assets, facilities, equipment, and accommodation.
- Supervise building access control systems and visitor management procedures.
- Conduct inspections of security infrastructure and recommend improvements.

3. Executive and Close Protection Services

- Coordinate and deliver close protection and protocol services for the Chief Commissioner and senior executives.
- Conduct advance security planning for official travel and high-profile events.
- Manage security arrangements for visiting dignitaries and VIPs.

4. Security Policy and Compliance

- Develop, review, and implement security-related policies, procedures, and guidelines.
- Provide advice on the use of force, firearms management, and operational security matters.
- Ensure compliance with relevant legislation, government directives, and organizational policies.

5. Investigations and Intelligence Support

- Assist with security-related investigations involving misconduct, criminal activity, or threats against Customs personnel and operations.
- Gather, analyze, and report security intelligence.
- Maintain confidentiality and integrity of sensitive information



6. Stakeholder Liaison and Coordination

- Liaise with the Royal Papua New Guinea Constabulary (RPNGC), PNG Defence Force, courts, private security providers, and other relevant agencies.
- Coordinate joint security operations when required.
- Represent PNG Customs on security matters at meetings and forums.

7. Training and Awareness

- Develop and deliver security awareness programs and training.
- Promote integrity, ethics, workplace safety, and security best practices.
- Mentor and guide junior security officers.

8. Reporting and Administration

- Prepare security reports, incident reports, risk assessments, and briefing papers.
- Maintain security records, registers, and operational documentation.
- Provide regular reports to management on security activities and emerging threats

6. NATURE AND SCOPE

The position of Senior Officer – Security Operations is responsible for planning, coordinating, and implementing security operations to safeguard PNG Customs personnel, facilities, assets, information, and operations. The position provides specialist security advice, oversees security arrangements, manages access controls, supports investigations, and liaises with law enforcement and other security agencies to protect the integrity and reputation of the PNG Customs Service.

WORKING RELATIONSHIP

1. Internal

Develop and maintain liaison with;

- Business Unit
- Executive Management
- Risk and Compliance Teams
- Other relevant Divisions;

2. External

Develop and maintain liaison with other external stakeholders;

- Government ICT Agencies
- Law Enforcement Agencies
- Other relevant external stakeholders

7. AUTHORITY

1. Recommend security controls and operational measures.
2. Direct security personnel during incidents and security operations.



3. Access and review security-related records and information as authorized.
4. Escalate security risks and incidents to management.

8. PERSONAL ATTRIBUTES

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

9. WORK ENVIRONMENT

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

10. KEY PERFORMANCE INDICATORS (KPIs)

- Security incidents effectively managed and reported.
- Security risk assessments completed within required timeframes.
- Compliance with access control and security procedures.
- Timely completion of investigations and security reports.
- Delivery of security awareness and training programs.
- Effective coordination with law enforcement and partner agencies.

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.

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



Recommendations for the Section.	
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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

1. Qualifications

- Diploma or Degree in Security Management, Criminology, Law Enforcement, Public Administration, or a related discipline.

b. Knowledge

- Security Operations Management.
- Risk Assessment and Threat Analysis
- Negotiation and conflict Resolution.
- Knowledge of Security Legislation and Government Procedures

c. Skills

- Investigative and Analytical Skills
- Report Writing and Communication Skills
- Public Relations and Interpersonal Skills
- Leadership and Team Supervision
- Computer and Information Management Skills

d. Work Experience

- Minimum 5 years relevant experience in security operations, law enforcement, military, or intelligence functions.
- Experience in firearms management, investigations, and executive protection would be advantageous.