

POSITION DESCRIPTION		
1	Ministry/Department: Remuneration Authority — Ministry of Finance	
2	Job Title: Office Assistant	
3	Band: P	Post Number: I
4	Location: TDB, Level, Nuku'alofa	
4	Purpose: Provide office administration support including filing, paperwork processing, meeting arrangements, delivery and other clerical work. Responsible for all incoming and outgoing correspondences of the RA Office.	
5	Key Results Area / Outputs	Key Performance Indicators
5.1	Assist in providing administrative tasks for the RA Office including typing/data entry, filing, paperwork processing, meeting arrangements, answering of telephone and other clerical work	<ul style="list-style-type: none"> ➤ 100% Timeliness ➤ 100% Accuracy ➤ 100% Completeness
5.2	Responsible for the management of all Inward and Outward Correspondences including: Registering Photocopying Scanning Delivery Record Book	<ul style="list-style-type: none"> ➤ 100% compliance with internal processes ➤ 100% Accuracy ➤ 100% Timeliness
5.3	Manage the effective and efficient coordination of files including; Retrieval of files Filing of documents; Put away of files Numbering of files	<ul style="list-style-type: none"> ➤ 100% compliance with internal system for file management; ➤ 100% accuracy of, files retrieved; ➤ 100% timeliness of files retrieved (within 5 minutes of request)
5.4	Assist in preparing and setting of office for meetings when required	<ul style="list-style-type: none"> ➤ 100% Timeliness ➤ 100% Completeness
5.5	Assist in maintaining a clean and neat office	<ul style="list-style-type: none"> ➤ 100% Timeliness ➤ 100% Completeness
5.6	Responsible for office delivery	<ul style="list-style-type: none"> ➤ 100% Timeliness ➤ 100% Completeness
Any other duties that may be directed by the Chairperson and Members of the Remuneration Authority, and the secretary.		
Reports Directly to:		Secretary, Remuneration Authority

6		PERSON SPECIFICATION FOR THIS POST	
6.1	Special Skills:	Essential: Computer literate Desirable: Must be well versed with Microsoft Word, Microsoft Excel and Microsoft PowerPoint. <ul style="list-style-type: none"> ➤ Holds a valid and current driver's license for C vehicles. ➤ Has at least 3 years driving experience and holds a clean police record. 	
6.2	Communication and Language Skills:	Fluent in both English & Tongan languages.	
6.3	Personal Attributes:	Essential: Highly motivated, loyal, well organised and hardworking, honesty and integrity. Must be able to work as part of a team	
6.4	Education and Experience:	<ul style="list-style-type: none"> ➤ Certificate level 4 ➤ Form 7 or equivalent of Certificate level 3 + 2 years' <u>work experience</u> ➤ Form 6 PSSC or equivalent of Certificate level 2 + 4 years' <u>work experience</u> ➤ Current TPS employee with 5 years' experience in a similar role (meeting other_core competency and experience requirements specified in the job description + PMS scores of 3 or above for the past 2 consecutive years) 	
7			
CORE Competencies		Core Behaviour	Standards
7.1	1. Change and Innovation		<ul style="list-style-type: none"> ○ Stays informed and actively contributes to change initiatives ○ Looks for ways to demonstrate innovation and initiative in work area ○ Anticipates emerging issues and looks for ways to improve work practices. ○ Takes a big-picture view of change and models a positive, constructive approach to managing it ○ Focuses on benefits and ways of overcoming obstacles
7.2	2. Interpersonal Skills Teamwork / Collaboration	/	<ul style="list-style-type: none"> ○ Actively shares information with appropriate people and checks for understanding where necessary ○ Presents clear, courteous and concise oral and written communications. ○ Engages positively and persuasively with program stakeholders as appropriate.

		<ul style="list-style-type: none"> ○ Develops rapport with people at all levels inside and outside the organisation to further the goals of the organisation. ○ Takes the initiative to make things better and seeks out/accepts new or additional responsibilities readily. ○ Is open with other team members about his/her concerns
7.3	3. Integrity / Accountability / Results Orientation	<ul style="list-style-type: none"> ○ Seeks to achieve high quality results which are in the best interest of the organisation ○ Uses honesty and appropriate disclosure with customers, employees, and management. ○ Accepts responsibility and acknowledges problems or mistakes and commits to necessary corrective action to deliver results. ○ Taking personal accountability for all aspects of their work and self-managing to improve their own and team performance ○ Thinks outside of the box to achieve the best results for an internal/external customer.
7.4	4. Customer Focus (internal and external)	<ul style="list-style-type: none"> ○ Takes personal responsibility for ensuring any issues raised by customers are responded to promptly; ○ Accepts responsibility for mistakes, apologizes and makes suitable and timely amends. ○ Treats all clients with respect and cultural awareness
7.5	5. Judgement	<ul style="list-style-type: none"> ○ Approaches a task/problem in a sensible way; gives sound advice and seek assistance if necessary. ○ Addresses issues early before they escalate and gets them resolved efficiently with minimum fuss
8	ENDORSEMENT WITH NAME, SIGNATURE AND DATE	
8.1	Office Assistant	Name: Vacant Date :
8.2	Secretary, Remuneration Authority	Name: Date:

8.3	Chairperson, Remuneration Authority	Name: Date:
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