

Ministry:	Ministry of Finance	
Division:	Leadership Division (Office of the Minister for Finance)	
Location:	SGGB, Nuku'alofa	
Job Title:	Executive Officer Grade 2	
Position Number:	FIN0810111110011000	
Reports to:	Deputy Chief Executive Officer, Leadership Division	
Band:	O	
Salary:	\$10,080 – \$15, 120 plus 5% COLA (January 2024 and July 2024)	
Job Purpose	<p>Ministry Profile Statement:</p> <ol style="list-style-type: none"> 1. Improved macroeconomic management & stability with deeper financial markets. 2. Closer public/ private partnership for economic growth 3. More efficient, effective, affordable, honest, transparent & apolitical public service focused on clear priorities. 4. Appropriate decentralization of government administration with better scope for engagement with the public 5. Improved collaboration with development partners ensuring programs better aligned behind government priorities. 6. More reliable, safe and affordable information and communication technology used in more innovative ways. 7. Improved national and community resilience to the potential disruption and damage to wellbeing, growth and development from extreme natural events and climate change. <p>Job Purpose:</p> <p>The Assistant Executive Officer is responsible to assist in delivering extensive administrative and clerical support in the Office of the Minister for Finance in close collaboration with the senior staff within the Leadership Division. This role involves assisting with the logistic and clerical support in managing the day-to-day operations of the Minister's office through assisting in coordinating meetings including assist with facilitating refreshments for the Minister and official meetings, assisting with documentation management and filing system, and to undertake any other general office administrative tasks as assigned.</p>	
Job Output	Key Performance Indicators (KPIs)	
<p>Planning</p> <ul style="list-style-type: none"> • Assist with the updating of office procedures including after hours' work plan and reporting of attendance to CSD. • Prepare the division's overtime claim and other related works. • Assisting in the coordination of workflow and ensuring efficiency. 	<ul style="list-style-type: none"> ➤ Complete and meet specified timeline. ➤ Accurate and meet specified timeline. ➤ Complete and meet specified timeline. ➤ Meet specified timeline. 	

<ul style="list-style-type: none"> • Supporting the implementation of divisional work plans and activities including delivery of inwards 	
<p>Organizing</p> <p><i>Correspondences – assist to facilitate communication and coordination within the Minister’s office.</i></p> <ul style="list-style-type: none"> • Assist with the effective dissemination of information (outwards documents) / tasks as per direction of Minister: <ul style="list-style-type: none"> ○ Internal and external stakeholders • Assist with the arrangement of the Minister’s travel (overseas and domestic) and travel documents such as printing and binding of meeting papers, visa, and other related documents. • Assist with advising of staff and other meeting requests the meeting time and other relevant information. <ul style="list-style-type: none"> ○ via all relevant mode of communication—phone calls, messages, emails 	<ul style="list-style-type: none"> ➤ No. of complaints received due to failure of effectiveness in stakeholder communication. <i>[less than 5 but greater than 3]</i> ➤ Timeliness (meet the specified timeline) and accuracy (no. complaint received) in coordinating information. <i>[less than 5 but greater than 3]</i> ➤ No. of complaints received due to failure of successful organization of meetings and events. <i>[less than 5 but greater than 3]</i> ➤ No. of complaints received due to failure of accessibility and organization of the filing system. <i>[less than 5 but greater than 3]</i>
<p>Leading</p> <p><i>Document Management – provide assistance in:</i></p> <ol style="list-style-type: none"> 1. Electronically scanning and filing all inward and outward correspondences. 2. Copying and binding all documents in the Minister’s Office. 3. Providing references for correspondences. 4. Ensuring the security electronic filing system. 5. Filing and storing away all files, both in hard copy and soft copy. <p><i>Administrative and clerical support – provide assistance in:</i></p> <ol style="list-style-type: none"> 1. Maintaining the file structure and manual for the office. 	<ul style="list-style-type: none"> ➤ 80% completeness of scanning and filing each week. ➤ Achieve 98% accuracy rate in document categorization and storage by the end of the financial year. ➤ Timeliness in meeting the photocopying files as requested and as the specified timeline. ➤ 95% satisfaction rate in the quality of document binding. <i>[less than 5 but greater than 3]</i> ➤ Timeliness in provision of the references within 24 hours of the request. ➤ No. of complaints received due to failure of efficiencies in accessing to files soft copy and/or hard copy. <i>[less than 5 but greater than 3]</i> ➤ Timeliness (meet the specified timeline) and accuracy (no. complaint received) in

<p>2. Managing the daily delivery of the Office of the Minister including the delivery of inward and outward from the office of the Minister.</p> <p>3. Taking the lead, in close collaboration, to organize relevant arrangement as planned for the meeting preparation, including venue checks, and refreshment for the Minister and his meetings.</p>	<p>maintaining the file structure. <i>[less than 5 but greater than 3]</i></p> <ul style="list-style-type: none"> ➤ 100% completeness of office delivery as assigned. ➤ No. of complaints received due to failure of venue checks for meetings and events. <i>[less than 5 but greater than 3]</i>
<p>Controlling</p> <p><i>Reception and Customer Service – provide assistance in:</i></p> <ul style="list-style-type: none"> • Receive all customers and clients in the Minister’s Office. • Inquiry handling – assist in directing customers to the right officer or division based on their inquiries. • Engaging Customer – assist in engaging with customers to understand their needs and provide initial assistance. • Taking note of appointment or meeting requests, where necessary, with the Minister 	<ul style="list-style-type: none"> ➤ No. of complaints received from customers due to poor customer service in the office of the Minister. <i>[less than 5 but greater than 3]</i> ➤ Ensure accurate direction for customer inquiries. <i>[less than 5 but greater than 3]</i> ➤ No. of complaints received due to poor customer service in the office of the Minister. <i>[less than 5 but greater than 3]</i> ➤ Ensure 95% accuracy in the information recorded for appointment or meeting requests with the Minister, <i>with at least less than 5 but greater than 3 as minimum consider technical issues that beyond control</i> about their meeting/ appointment requests.
<p>Carry out any other tasks assigned by the DCEO- Leadership, CEO and/ or the Minister</p>	<ul style="list-style-type: none"> ➤ Timeliness and completeness of the tasks assigned as requested timeline.

Person Specification

Skills and Abilities

Mandatory:

- Good work attitude - honesty and integrity
- Good communication skills, good command of both English & Tongan languages
- Good organizational skills with ability to manage multiple tasks, prioritize work, and meet deadline works.
- Attention to detail – accuracy and precision in handling documents, scheduling, and other administrative tasks.
- Must have good public relation and networking skills.
- Ability to travel and work after hours would be an advantage.
- Highly motivated and proactive, well organized and hardworking

	<ul style="list-style-type: none"> Confidentiality – understanding, loyal to government and high level of commitment to handling sensitive and confidential information with discretion. Competence in using standard office software (Microsoft office, emails, etc.) and a willingness to adapt to new technologies. Must be committed to duties allocated, efficiently and effectively. <p>Desirable: (<i>mandatory plus...</i>)</p> <ul style="list-style-type: none"> Adaptability – high level of flexibility to handle changing priorities and work in a fast-paced environment.
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Qualifications and Experience	<p>Mandatory:</p> <ul style="list-style-type: none"> Relevant Diploma Level 5/6 TNQAB framework + up to 3 years’ relevant work experience Relevant certificate level 4/trade/technical qualification + 4 years’ relevant work experience Form 7 or equivalent of Certificate level 3 + 4 years’ work experience Form 6 PSSC or equivalent of Certificate Level 2 +6 years’ work experience 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) <p>Desirable:</p> <ul style="list-style-type: none"> Administrative experience – previous experience in an administrative and clerical role preferably in government office or a related field. Extensive work knowledge and understanding of government procedures, and broad experience in Ministry of Finance key processes – Budget, Procurement, Treasury Instructions, Public Finance Management, Financial Framework, Internal Audit, Aid and Project Management.
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Authorised by (sign and date)

Executive Officer Grade 2	Name: _____ Signature: Date:
Deputy CEO – Leadership Division	Name: ‘Ana Lotuma Falefehi Ika Signature:  Date: 24/7/2024
CEO for Finance	Name: Kilisitina Tuamei’api   Date: 24/7/2024