

GOVERNMENT OF KIRIBATI
POSITION DESCRIPTION

1. Ministry: Public Service Office	3. Salary Level: L10-9/8-7	4. Division: PSPSM - Public Service Performance & Services Delivery Management
2. Position Title: Public Sector Inspector	6. Direct Reports: Nil	
5. Reports To: Deputy Director, PSPSM Unit		
7. Primary Objective of the Position: Undertake inspections, monitoring and evaluation of public service performance & service delivery improvement initiatives to assess compliance and for enforcement purposes.		

8. Position Overview	10 Legal:
9. Financial: There's no financial responsibility & accountability to the position unless delegated by supervisors. However the position is required to work on approved activities according to the approved budget.	No direct legal obligations but a close observation & consultation with the existing legislations, NCS, policies particularly with newly established performance standards policies and frameworks is vital.
11. Internal Stakeholders: a. Director/Deputy Director PSPSM b. Senior Research & Planning Officer c. Clerical officer To be referred to Manager/Secretary: a. <u>Director/Deputy Director PSPSM</u> - Decisions requiring budget/funding - Any major changes to the work plan affecting the whole unit's business plan. b. <u>Senior Research & Planning Officer</u> - Approval & Implementation of work plan and any required changes. - Leave	12. External Stakeholders: - Ministries & Statutory/Gov't agencies To be referred to Manager/Secretary: Prior undertaking any inspection task with stakeholders, this position has to seek advice/ approval first.

This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. It is an expectation that you may be required to perform additional duties as required.

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<ul style="list-style-type: none"> - Prior undertaking inspection activities. c. <u>Clerical Officer</u> - Where assistance is needed for additional work/ services through overtime 		
<p>13. KEY ACCOUNTABILITIES(Include linkage to KDP, MOP and Divisional Plan)</p> <ul style="list-style-type: none"> ▪ KDP/KPA: ▪ MOP Outcome: ▪ Divisional/Departmental/Unit Plan: 		
<p>Key Result Area/Major Responsibilities</p>	<p align="center">Major Activities/Duties</p>	<p align="center">Performance Measures/Outcomes</p>
<p>1. Conduct Public Service Inspection</p>	<p>i) Develop inspection criteria/checklist relative to established public service performance standards</p>	<p>Inspections made is a monitoring and evaluation task of government ministries in executing approved and established performance standards including other policies and frameworks that drive performance. Inspection identifies compliance/non-compliance and as a baseline for implementing enforcement actions strategies. This ensures consistent implementation of objectives in satisfying citizens.</p>
	<p>ii) Provides a detailed report of inspections on various performance standard measures including Customer Service standards, integrity and corruption control measures/mechanisms and many more.</p>	<p>Reporting allows for enforcement of public/ government agencies to implement performance standards and to be consistent while continuously improving. The outcome benefits the public through consistent and improved services impacting on their quality of</p>

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<p>2. Analysis of inspection results</p>	<ol style="list-style-type: none"> 1. Analyze inspection results and work together with the research and planning officer to identify gaps and in maintaining performance data. 2. Submit report of analysis to supervisors identifying reasons for compliance/non-compliance and recommendations for improvement. This requires working closely with the research & planning officer to ensure their findings and recommendations are aligned and in finding patterns/trends indicative for performance success and failure. 	<p>their lives.</p> <p>Analysis results provides direction for decision making in next step forward in identifying strategies to continuously improve performance of the public service, particularly those having difficulties in improving their performances.</p> <p>The outcome/benefit impacts a continuously improved service delivery for citizens.</p>
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<p>10. Key Challenges</p> <ul style="list-style-type: none"> - Working under pressure and meeting timelines - Working outside working hours when required - Representing PSO in meetings related to the nature of the task or PSPSM. 	<p>11. Selection Criteria</p> <p>11.1 PQR (Position Qualification Requirement): <i>Education:</i> Bachelor/Degree in either Management/Public Administration/HRM/Good governance/Public Policy/Organizational Development</p> <p><i>Experience:</i> Nil</p> <p><i>Job Training:</i> Nil</p> <p>11.2 Key Attributes (Personal Qualities):</p> <p>1. Knowledge</p> <ul style="list-style-type: none"> o Research – knowledge of how to conduct a research for a particular issue or to identify a cause and effect through collection and analysis of the right data. o Policy development – Knowledge of how to revise and develop policies. o Computer literate – Knowledge of basic computer programs/software such as Word and Xcel etc including the use of internet for research and data analysis. <p>2. Skills:</p> <ul style="list-style-type: none"> o High analytical skills – the position involves thorough analysis of heavy data which can either be structured or unstructured. o Attention to detail – Since results of data analysis guides decision making, this position needs to be able to be highly attentive to details. o Time management skills – manage a number of
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	<p>research/projects at the same time and meeting deadlines</p> <ul style="list-style-type: none"> ○ Communication skills - be able to communicate professionally in writing and verbally as the position involves liaising and engagement of a number of stakeholders. ○ Very good Interpersonal skills - being able to work collaboratively with key stakeholders, develop networks and supporting groups/stakeholders and must be able to develop good professional relationships. Also, given the inspectorate role, the position should be able to communicate negative comments constructively. <p>3. Attributes</p> <ul style="list-style-type: none"> ○ Stress Tolerance — Job requires accepting criticism and dealing calmly and effectively with high stress situations ○ Cooperation — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude. Should be a team player. ○ Self-Control — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations ○ Concern for Others — Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job ○ Adaptability/Flexibility — Job requires being open to change (positive or negative) and to considerable variety in the workplace
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