



MINISTRY OF FINANCE AND ECONOMIC MANAGEMENT

GOVERNMENT OF THE COOK ISLANDS

PO Box 120 Rarotonga Cook Islands Phone (682)29365 Fax (682) Fax number: 23877

www.mfem.gov.ck

JOB DESCRIPTION

Job Title:	Communication/HR Assistant
Division:	MFEM – Office of the Financial Secretary
Responsible To:	Financial Secretary
Responsible For:	Nil
Job Purpose:	<ul style="list-style-type: none">• Coordinate the preparation and maintenance of strategic planning in the Ministry.• Leads the Ministry's annual business plan development and coordinates and divisional performance reporting.• Provide technical analysis, advice and high-level intelligence products to support the Ministry decision-makers to enable continuous improvement.• Undertake quality assurance and peer review of written communications across the wider Ministry.• Lead the development of human resource planning, monitoring and performance strategy on behalf of the Ministry.
Job Band:	Band G
Jobwise Code:	
Date updated:	11 March 2021

AGENCY VISION

Vision:

Ministry of Finance and Economic Management shall be a competent and professional organisation, inspiring public trust in managing public finances in pursuit of our national development aspirations."

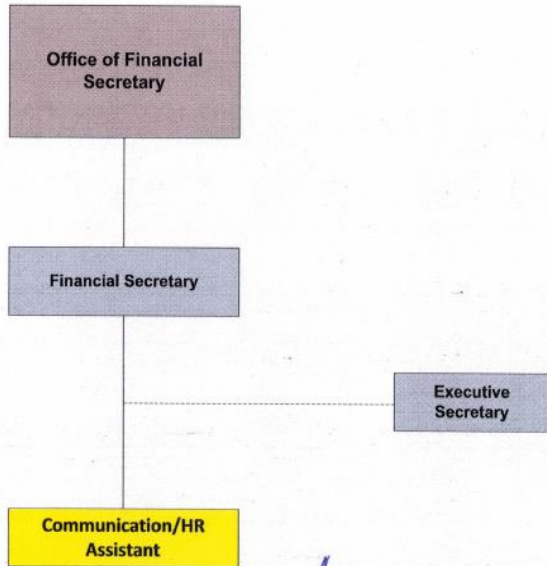
Values:

Respect, People focused, Equity, Quality, Integrity and Accountability

ORGANISATIONAL STAFFING STRUCTURE

MFEM OUTPUT 7: OFFICE OF THE FINANCIAL SECRETARY
Proposed Structure
July 2019

Chart 8



Approved 25/7/19
[Signature]

Note 1:
Commissioner responsible for
Employment
Functions
Governance
Performance Management
Administration

Note 2:
Minister responsible for
Budget
Policy Directives
Advice

KEY RESULT AREAS (KRA'S)/OUTPUTS

KRAs for this position (maximum of 6)	Key Performance Indicators (use <i>SMART principles</i>)
<p>KRA 1: Strategic Leadership</p> <ul style="list-style-type: none"> • Support the development and implementation of the Ministry of Finance and Economic Management's (the Ministry) strategic direction, desired outcomes, strategic objectives, compliance approach, and key priorities. • Coordinate the delivery of the Ministry's accountability requirements across all Divisions, including business performance monitoring and reporting: business planning, human resource and, risk management. • Lead, coordinate and support the Fin Sec and Directors ongoing development and implementation of a customer-centric strategic direction for the Ministry. 	<p>Jobholder is successful when:</p> <ul style="list-style-type: none"> • A well informed and relevant contribution made to the strategic direction of the Ministry. • The Ministry mid-year and annual report of activities and performance are monitored, improvements made, and activities track to schedule and reported to the Fin Sec. • The Ministry's strategic plan is fit for purpose, customer-centric and aligns with national and the divisions' business and service priorities. • Delivery that supports appropriate outcomes in accordance with planning, performance reporting, and governance requirements.
<p>KRA 2: People Leadership and Management</p> <ul style="list-style-type: none"> • Lead the Ministry to identify, develop and deliver strategically relevant, well informed and targeted HR strategies, policies, processes and systems that ensure that the Ministry is compliant and applying best practice. • Monitor and review to ensure that HR activities align with the Ministry's strategic objectives and Business Plans. • Identify and develop approaches to enhance the capability, professional development and performance across the Ministry. • Lead change management policies and plans to promote and develop an organisation culture consistent with the Ministry's core values. • Provide technical subject matter expertise and training to support Fin Sec and directors regarding the implementation of people and capability development system and process. • Ensure good practice relative to Government of the Cook Island policies and processes including: <ul style="list-style-type: none"> ○ Recruitment ○ Performance Management ○ People and capability development ○ Engagement 	<p>Jobholder is successful when:</p> <ul style="list-style-type: none"> • HR Strategy developed and implemented, and HR practices are aligned with industry best practice. • HR policies, plans and activities are consistent with the Ministry core values, strategic and business plans. • Strategies, policies, processes, tools and systems are maintained that reflect best practice and facilitate consistent and efficient delivery of outcomes. • People and capability for the Ministry are developed and implemented. • Managers are informed of current HR legislation and practices. • Successful delivery of change, engagement and organisational development initiatives. • Directors, manager and staff understand how their work contributes to the organisational direction. • Priorities and performance expectations are clear.

<p>KRA 3: Communication</p> <ul style="list-style-type: none"> • Develop and maintain a deep understanding of the Ministry's portfolio's business to develop and deliver business-aligned communications plans, programmes, and activities. • Develop communications plans that identify and outline objectives, risks, mitigants, key messages, and plans for engaging with internal and external audiences. • Provide advice on how to utilise integrated communications and communications channels best to deliver against business objectives. • Provide leadership for, and project manage communications initiatives and programmes to support business programmes and outcomes. • Manage and develop strategic communications content that contributes to the Ministry communications and channels. • Provide quality assurance and advice on the development of business content communications. • Ensure division communications activity is consistent with the Ministry's communication and brand policies, standards and expectations. 	<p>Jobholder is successful when:</p> <ul style="list-style-type: none"> • Development and delivery of business-aligned communications plans that support the achievement of strategic business objectives and outcomes. • Communications activity that is well planned, measurable and informed by business and audience needs. • A consistent and coherent approach to communications planning and activity for functional areas. • Written Communications Style Guide, Our Voice is effectively being used across the Ministry. • The Ministry receives timely and quality advice on how best to use communications to deliver against its business objectives. • The communications activity of the divisions, including initiatives and projects, are proactively managed and delivered. • Development of high-quality strategic communications content. <p>Business managers and staff are supported to self-serve for the development of business content communications.</p>
<p>KRA 4: Continuous Improvement Analytics, Process and Systems</p> <ul style="list-style-type: none"> • Lead, develop, implement and maintain continuous improvement programme and associated projects on behalf of the Ministry. • Conduct analysis and present relevant, high-quality business intelligence products and information for the Ministry's decision-makers. • Develop and provide technical analysis of known and emerging compliance risks and opportunities to contribute to effective long-term strategy development. • Undertake quality assurance and peer review of the intelligence and analysis work performed by other staff members of the Ministry, as required. • Apply lean thinking methodologies and principles in conducting intelligence analysis and risk profiling for systems and process improvement. 	<p>Jobholder is successful when:</p> <ul style="list-style-type: none"> • Analysis that is intellectually rigorous and operationally sound. • Strong evidence-based information included in well-written documents • Tasks meet objectives and are delivered on time. • The staff can use the intelligence systems and use them to best proficiency. • Contribution to the promotion and effective implementation of positive change to policy and procedure. • Decision-makers have good information to target and prioritise the Ministry's efforts and resources effectively. • Risk is being managed and mitigated. • Quality of intelligence and analysis remain consistently high.

<p>KRA 5: Stakeholder & Relationship Management (Internal / External) Other Agencies</p> <ul style="list-style-type: none"> • Develop strong, resilient communities and other collaborative relationships within the Ministry and other agencies on key projects. • Represent the Ministry to develop and implement cross-agency customer-centric improvement programmes that align with the Ministry and the Cook Island Government's strategic objectives and goals. • Engage and develop partnerships to enhance the building and sharing of business intelligence to improve systems and processes. 	<p>Jobholder is successful when:</p> <ul style="list-style-type: none"> • Positive relationships and effective communications are maintained with key internal and external stakeholders and position the Ministry to achieve business outcomes. • Active engagement of colleagues, internal and external, to support the Ministry's achievement and cross-agency goals and objectives. • The utilisation of positive relationships internally and externally to achieve the Ministry improvement outcomes. • All stakeholders recognise the Ministry as an effective government service.
<p>KRA 6: Health and Safety</p> <ul style="list-style-type: none"> • Review and implement Ministry wide Occupational Health and Safety improvement programme to align with the new Government of the Cook Islands legislation. • Health and Safety requirements are monitored in the workplace, and are all staff equipped to carry out their work safely. • Work safely and take responsibility for keeping self and colleagues free from harm. 	<p>Jobholder is successful when:</p> <ul style="list-style-type: none"> • All Government of the Cook Islands Occupational, Health and Safety, legislative, policy and procedures are met, and the Ministry is compliant. • All steps are taken to communicate all health, safety and wellbeing requirements and updates to the Ministry. • Report all Ministry incidents and hazards to Fin Sec promptly.

WORK COMPLEXITY

<p><i>Indicate the most challenging problem-solving duties typically undertaken (3-4 examples):</i></p>	
1	Undertake Ministry review of annual plan development and business plan reporting process on behalf of the Financial Secretary. Coordinate Division input and finalise Business Plans on behalf of the Financial Secretary within set timeframes.
2	Lead and develop Ministry wide improvement strategy and implementation of a prioritised work programme. Formulate internal networks / Community of Practice to initiate buy-in from across each of the Ministry's divisions. Long-term to introduce to key stakeholders and present concept across Cook Island Government as part of a potential cross-agency services improvement programme/project.
3	Develop and implement an HR strategy for the Ministry that is forward-thinking, identifies long-term people skills and experience requirements to meet strategic objectives that a staff development system and process are implemented to ensure that employees are trained and motivated to their full potential.
4	Develop and implement risk management framework, strategy, appetite and tools to centralise risk management for the Ministry.

AUTHORITY

Authority levels expressed in terms of routine expenditure, granting loans, and recruiting and dismissing staff. (*Explain the authority, if any*)

Financial	Nil
Staff	Nil
Contractual	Nil

FUNCTIONAL RELATIONSHIPS

The requirement for human relations skills to dealing with other personnel and external contacts. (*List the external and internal types of functional relationships*)

Internal	Nature of Contact	External	Nature of Contact
Financial Secretary	High: Advise, collaborate with, influence, inform and deliver to.	Other Government Ministries and Agencies	Medium: Advise, collaborate with, influence, inform and deliver to.
Directors and Managers	High: Lead, advise, collaborate with, influence, inform and deliver to.	Stakeholders	Medium: Advise, influence and inform.
Other Ministry Staff	Medium: Advise, collaborate with, influence, and inform.		

QUALIFICATIONS (OR EQUIVALENT LEVEL OF LEARNING)

Level of education required to perform the functions of the position. This combines formal and informal levels of training and education.

Essential: (least qualification to be competent)	Desirable: (other qualifications for job)
<ul style="list-style-type: none"> Diploma in Business Management 	<ul style="list-style-type: none"> Degree in Business Management, Administration, or Human Resource Management.

EXPERIENCE

The length of practical experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education.

Essential: (least number of years to be competent)	Desirable: (target number of years you are looking for)
<ul style="list-style-type: none"> 10-years' senior management experience in human resource, communication, analytical, financial and strategic business improvements project management within the Government or Local Government environment. 	<ul style="list-style-type: none"> 10-years' senior public service senior management relating to either Government or local Government.

KEY SKILLS /ATTRIBUTES/JOB SPECIFIC COMPETENCIES

Level of ability required for the job	
Expert	<ul style="list-style-type: none"> • Strategic thinking - innovative analytical problem solving to achieve objectives. • Able to lead, develop and review programmes, policies, procedures and processes. • Highly developed written and communication skills, • Proven ability in people leadership and management. • Highly developed budget and financial planning, monitoring and performance reporting.
Advanced	<ul style="list-style-type: none"> • Proven project management. • Technical subject matter expertise in the application of lean thinking concepts and methodologies • Customer-centric design subject matter expertise. • Training, coaching and mentoring senior manager and staff on business improvement techniques.
Working	<ul style="list-style-type: none"> • Working knowledge of the relevant legislation • Understand government policies, procedures and processes of the public services. • Building relationships and networks • Able to work with minimum supervision • Advanced computer literacy
Awareness	<ul style="list-style-type: none"> • Understand regional and international issues that may impact the Ministry of Government as a whole. • Social media • Confidentiality and impartial

CHANGE TO JOB DESCRIPTION

Changes to the Job description may be made from time to time in response to the changing nature of the Agency work environment - including technological or statutory changes.

Approved:

Financial Secretary

Date

Employee

Date