JOB DESCRIPTION TEMPLATE FOR JUNIOR POSITIONS

	POST DESCRIPTION
1	**Ministry/Department: <insert Ministry/Office>**
2	**Job Title**: <insert position title>, <insert section>, <insert division> *e.g: Executive Officer, Training Section, Corporate Services Division*

3	**Level:** <insert position level> *e.g 11/9*	**Post Number**: <insert position number > *e.g 4*	**Location**: <insert location> *e.g Nuku'alofa*

4	**Purpose**: <insert main purpose(s) of the position stated in Part (2) above> *E.g:* • *Responsible for coordinating and facilitating training and capacity building programs for the Public Service*	

	Outputs *Refers to areas of outcome or output.*	**Performance Indicators** *Performance measurement for an Output e.g 100% accuracy, 100% timeliness, 100% compliance with policy*
5.1	**Core Outputs** <insert all the responsibilities which are a core to the position> *E.g: Responsible for ensuring the maintenance of an accurate filing system.*	➢ *E.g 100% timeliness*
5.2	➢ and carry out any other duties as may be directed by the Head of <insert division head> or the CEO	➢ Timeliness and accuracy of carrying out other tasks as directed
6	**Reports Directly to:**	<insert division head>
7	**PERSON SPECIFICATION FOR THIS POST**	
7.1	Special Skills:	<insert other special skills required> *e.g: Computer literate*

| 7.2 | Communication and Language Skills: | \<insert communication and language skills required\>

e.g Fluent in both English & Tongan languages. |
|---|---|---|
| 7.3 | Personal Attributes: | \<insert personal attributes desired\>

e.g Loyal, Hardworking |
| 7.4 | Education: | Essential: \<insert TSC or PSSC or field of study required by the position\>

e.g Pass in Tonga School Certificate or equivalent

Desirable: \<insert education qualification that is desirable although not essential\>

e.g Pass in Pacific Senior Secondary Certificate or its equivalent |
| 7.5 | Experience: | \<insert experience necessary for the occupant of the position\>

e.g At least 5 years in government.

Desirable: \<insert years of experience that is desirable although not essential\>

e.g At least 8 years in government |
8	**CORE COMPETENCIES**	
	Core Competency	**Standards**
	1. Change and Innovation	o Stays informed and actively contributes to change initiatives o Looks for ways to demonstrate innovation and initiative in work area o Anticipates emerging issues and looks for ways to improve work practices. o Takes a big-picture view of change and models a positive, constructive approach to managing it o Focuses on benefits and ways of overcoming obstacles

	2. Interpersonal Skills / Teamwork / Collaboration	o Actively shares information with appropriate people and checks for understanding where necessary o Presents clear, courteous and concise oral and written communications. o Engages positively and persuasively with program stakeholders as appropriate. o Develops rapport with people at all levels inside and outside the organisation to further the goals of the organisation. o **Takes the initiative to make things better and seeks out/accepts new or additional responsibilities readily.** o Is open with other team members about his/her concerns
	3. Integrity / Accountability / Results Orientation	o Seeks to achieve high quality results which are in the best interest of the organisation o Uses honesty and appropriate disclosure with customers, employees, and management. o Accepts responsibility and acknowledges problems or mistakes and commits to necessary corrective action to deliver results. o Taking personal accountability for all aspects of their work and self-managing to improve their own and team performance o Thinks outside of the box to achieve the best results for an internal/external customer.
	4. Customer Focus (internal and external)	o Takes personal responsibility for ensuring any issues raised by customers are responded to promptly; o Accepts responsibility for mistakes, apologizes and makes suitable and timely amends. o Treats all clients with respect and cultural awareness
	5. Judgement	o **Approaches a task/problem in a sensible way; gives sound advice and seek assistance if necessary.** o Addresses issues early before they escalate and gets them resolved efficiently with minimum fuss
	6. Self Confidence and Assertiveness	o Displays confidence in interacting with people at all levels of responsibility, and in all parts of the organization. o **Deals constructively with failures and mistakes and addresses conflict directly to resolve issues in a timely fashion.**
	7. Supports the Organizations Enabling Theme, Outputs and Outcomes	o Inspires dedication to the organization's shared outputs and values through his/her own visible actions. o Shows enthusiasm for organizational initiatives, policies and procedures and helps others accept any changes and remain effective. o **Embraces and adapts to changing work environment**
	8. Promotion of equity and equality	o **Actively promotes equity (relating to distribution) and equality (relating to non-discrimination) in relation to gender, culture, disability and other differences.**
9	**ENDORSEMENT WITH NAME, SIGNATURE AND DATE**	
9.1	\<insert post title of post holder\>	**Name**: \<insert name of post holder\> **Sign**: ………………………… **Date** : ……………………..
9.2	\<Insert position title of Head of Division\>	**Name**: \<insert name of Head of Division\> **Sign**: ………………………… **Date : …………………..**
9.3	\<Insert CEO designation\>	**Name**: \<insert name of CEO\> **Sign**: ………………………… **Date : …………………..**

Note:
- Highlighted sections requires insertion of details as appropriate.
- Examples have been given as an indication of what may be required in that particular field.