

OFFICE OF THE PRIME MINISTER - COMMUNICATIONS

JOB DESCRIPTION

SENIOR FREEDOM OF INFORMATION OFFICER (Client Relations & Training)

(On terms and conditions to be negotiated with the Chief Personnel Officer)

JOB SUMMARY

To provide assistance to both external and internal clients on matters regarding access and policies of the *Freedom of Information Act 1999*.

REPORTS TO: Executive Director Freedom of Information Division

DUTIES AND RESPONSIBILITIES

- Liaises with other Departments and other Government Agencies.
- Contribute to the development of appropriate freedom of information procedures and practice standards, within Public Authorities.
- Provides junior staff with direction through effective communication, motivation, teamwork, evaluation and management.
- Directs the preparation of such reports as are necessary to carry out functions of the Division. Prepares periodic reports for top management as necessary or requested.
- Manages Customer Relationships.
- Identify process improvement opportunities and operating efficiencies which include mapping and analysis of information flows to and from clients.
- Manages Consultants providing research services including defining the research problem; determining research methodologies and sources; advising on questionnaires and discussion guides; reviewing reports and recommendations.
- Anticipate possible future challenges and effectively plan and execute preventative actions.
- Represents the Ministry at meetings, conferences, courses, committees, seminars and workshops as required.
- Undertake other duties either individually or as a member of a team as required.

KNOWLEDGE SKILLS AND ABILITIES

Knowledge:

- Knowledge of the *Freedom of Information Act 1999* and other related legislation including skills in practice, procedure, interpretation and application.
- Extensive knowledge of the Public Service Regulations, Civil Service Regulations and Financial Regulations.
- Knowledge of the organizational structures and systems of the Public Service.

Skills and Abilities:

- Proven well-developed analytical, problem-solving and decision-making skills and a proven ability to work under pressure and meet tight deadlines.
- Demonstrated high level of skill in oral and written communication, including the ability to advise, liaise, consult and negotiate with members of the public and all levels of an organization.
- Ability to develop and maintain effective working relationships with colleagues and clients.
- Understanding of contemporary computer software applications and packages, including word processing, spreadsheets and the internet.

RELATIONSHIPS

Key Internal Contacts

- Permanent Secretary
- Executive Secretariat
- Executive Director Freedom of Information Division
- Office of the Prime Minister Officials
- Ministry Staff

Key External Contacts

- All Ministries
- Public Authorities
- Members of the Public

MINIMUM EXPERIENCE AND TRAINING (TECHNICAL COMPETENCIES)

Level of education, skills and training required for the job:

- Extensive experience in research work, including experience in the area of policy planning and public management, as evidenced by a Post Graduate degree in Marketing, Public Sector Management, Communication, or a related field is desirable.

Education, skills and training considered as assets for the job:

- Knowledge of contemporary practice in Communication and Marketing, including Communications Technology.

Experience required:

- At least three years sound experience operating at middle or senior levels in a public sector organization.