



**ICA**  
PAPUA NEW GUINEA  
PROTECTING BORDERS & PROMOTING PROSPERITY

## IMMIGRATION & CITIZENSHIP AUTHORITY

### JOB DESCRIPTION

	SEQ. NO.	POS. NO. ICA CE 146
<b>ORGANISATION</b> PAPUA NEW GUINEA IMMIGRATION AND CITIZENSHIP SERVICE AUTHORITY	<b>DESIGNATION</b> MIGRATION OFFICER- GENERAL INVESTIGATION	<b>GRADE</b> 10
<b>DIVISION</b> COMPLIANCE & ENFORCMENT	<b>HIGHEST SUBORDINATE</b> NIL	
<b>BRANCH</b> COMPLIANCE	<b>IMMEDIATE SUPERVISOR</b> SENIOR MIGRATION OFFICER- INVESTIGATION	
<b>SECTION</b> INVESTIGATION	<b>LOCATION</b> Waigani HQ	

### HISTORY OF POSITION

FILE REF.	DATE OF VARIATION	DETAILS

*(To be completed by HR)*

## 2. PURPOSE OF POSITION

- 2.1 With the increasing volume of cases, it is essential for this Division to address the specific categories of investigation within the scope of Migration and related offences. The Investigation section is comprised of 2 areas of responsibility; the General Investigation and Transnational Crime Unit. This will further enable effective management of cases and also serve as performance indicators which than allows for more structured approach on our processes.
- 2.2 The General Investigation Section of the Compliance Branch is responsible for investigating breaches of the Migration Act & Regulations, Passport Act & Regulations, Citizenship Act & Regulations, internal policies and procedures relating the movement of people into, within and out of Papua New Guinea.

## 3. NATURE AND SCOPE

- 3.1 The position under the supervision and guidance of the Manager Investigations is responsible for investigating cases pertaining to the breaches of the Migration Act and regulations, Passport Act and Regulation, Citizenship Act and Regulations and also internal policies. The incumbent will also assist the Manager Investigation in the coordination of the operations of the General Investigation unit within the Compliance Branch.
- 3.2 Additionally the position will also act as a direct contact point for co-ordination of joint activities involving all national security and Border agencies. Importantly, the position involves access to sensitive and confidential information relating to operational, national security, policy and staffing matters requiring trust, professionalism and discretion.
- 3.3 It coordinates its investigative efforts with state agencies such as the PNG Customs Service, PNG Department of Labor, the PNG Investment Promotion Authority and the Department of Foreign Affairs & Trade.

## 4 DIMENSIONS

The incumbent under the supervision of the Manager Investigation will;

- undertake a broad range of supervisory roles at PNGICA Headquarters Waigani, and Jacksons Airport or in field locations as and when required
- have considerable level of client and stakeholder management contact
- be able to perform a representational role on behalf of the immediate Unit/Branch/Division and or the Department
- conduct high level analysis from data collation and research activities
- prepare high level written reports for senior management.
- deliver results in accordance with their work goals
- produce high-level policy advice and engage in complex problem solving
- possess a high level of capability, demonstrating:

- ✓ a comprehensive and detailed understanding of the role and responsibilities of the department; and
- ✓ a broad knowledge of the legislation, regulatory and compliance frameworks that inform its activities as well as the social, political, environmental and economic context in which the department operates, and
- ✓ a broad knowledge of PNGICA systems such as Border Management System

## 5 KEY ACCOUNTABILITIES

The incumbent will;

- Contribute to PNG's national security and development and prosperity through well-managed borders and compliance operations in accordance with the Migration, Passport and Citizenship Acts and associated Regulations
- Effectively and efficiently administer the Migration Act and Regulations managed by the PNG Immigration & Citizenship Authority
- Be required to develop effective and appropriate work programs
- Provide sound advice to the Manager Investigation and Compliance Branch
- Demonstrate high level capacity to work effectively without direction
- Demonstrate accountable decision making
- Be required to produce work that exceeds expected standards of performance
- Consistently demonstrate a high level commitment to service excellence through the provision of a high level of specialist and technical advice and administrative support, timely and accurate information
- Be expected to produce a high level of attention to detail with accuracy and precision
- Required to demonstrate a high level of responsibility, professionalism and integrity in performing of duties
- Contribution to changes in workplace practices and to business improvement strategies
- Demonstrate capacity to identify innovations that will build on accepted methodologies/approaches
- Demonstrate ability to manage and organize work in the context of competing priorities and conflicting interests
- Maintain effective practices relevant to corporate governance and accountability
- Exercise appropriate legislative delegations efficiently, effectively and ethically

## 6 MAIN DUTIES

Reporting to the Manager Investigation and operating with a considerable level of independence, the Migration Officer – General Investigation will:

- Provide assistance to the Senior Migration Office in coordinating and planning the investigation activities of the General Investigation Section under the supervision and direction of the Manager

- Register and maintain database of cases
  - Conduct preliminary assessment of case information received and identify specific areas of breach pertaining to Immigration portfolio legislations (Migration Act & Regulation, Passport Act & Regulation, Citizenship Act & Regulation)
  - Initiate research and collect information relevant to case
  - Conduct interviews with clients and compile records of interview as evidence
  - Participate in joint field operations in collaboration with external stakeholders to locate, detain and process persons in breach of the portfolio legislations
  - Plan, coordinate and execute intelligence gathering activities and surveillance activities
  - Gather and Compile Information Reports for submission o Intelligence Section
  - Develop and maintain library of documented evidence
  - In liaison with ICA legal area, prepare court documents, evidential statements and other relevant legal documents as required
  - May be called upon to represent ICA in court or brief and prepare staff appropriately for court appearances.
  - Prepare complex and/or sensitive correspondence, corporate documentation, technical reports, submissions, briefs, answers to Parliamentary questions, notes on Cabinet submissions and advice for the Minister
- 7 Manage change and take responsibility for continuous improvement processes within a work area.
- 8 Undertake risk assessment and risk management activities.
- 9 Manage and make decisions on sensitive and/or contentious casework.
- 10 Provide high-level policy advice or specialized technical advice on specific issues
- 11 Monitor, detect and report on any anomalies relating to Investigation activities to assist with proper conduct of investigation and prosecution consistent with the relevant sections of the Migration Act, Passport Act, Citizenship Act and related regulations

## 7 WORKING RELATIONSHIP

### (a) Internal

The incumbent will provide

Who:	From	Purpose
General Manager	Compliance	To provide reports to To receive tasks from
Manager	Investigations	To provide reports to To receive tasks from

### (b) External

The position is responsible for supporting the Manager Investigation in providing advice for key external stakeholder both within and outside the PNG Government. Key government stakeholders include the Customs, police, NIO, Fisheries, Department of Justice and Attorney General, Department of Labor and Industrial Relations, Investment Promotion Authority, National Airports

Corporation. Key non-PNG government stakeholders include airlines, the United Nations High Commissioner for Refugees, International Organization for Migration.

## 8 CONSTRAINTS FRAMEWORK AND BOUNDARIES

- **Rules/procedures - NIL**
- **Decision - NIL**
- **Recommendations** – The position is responsible in delivering achievable recommendations and reliable advice to the Manager Investigations in dealing with investigative matters relevant to the Branch and Organization.

## 9 CHALLENGES

Lack of specialist training may hinder the efficiency of output.

## 10 EXPERIENCE, QUALIFICATION AND SKILLS

### 10.1 Skills

- Well-developed research, analytical and problem solving skills
- High level understanding of principles of immigration fraud and related crimes
- Well-developed written skills
- Proficient in Computer literacy
- Sound inter-personal and communication skills
- Demonstrate qualities of initiative, adaptability and integrity
- Sound organizational and planning
- Capacity to effectively use caseload processing IT systems and programs.
- Knowledge and ability to collect and collate relevant evidence for prosecution
- Awareness of the influence of environmental factors on fraud
- Knowledge and ability to use available equipment and reference materials
- Customer Service Skills
- Attention to detail
- Organizational skills
- Been able to multi-task responsibilities
- Time Management Skills
- Achievement against agreed objectives that exceeds expected standards of performance and consistently meets all legal responsibilities

- The strategic application of resources in order to contribute to high levels of productivity
- Consistent application of innovation and strategic thinking skills in an area of expertise
- Strong negotiation, liaison, representation and conflict resolution skills that can be applied across situations, even in the context of difficult or sensitive issues.
- The ability to provide input to and implement organizational and legislative change processes
- A thorough understanding of the PNG Government, public administration, public policy formulation and development
- The capacity to represent the PNG government in national and international forum
- Relevant Tertiary qualifications are desirable but not essential if the combination of skills, knowledge and experience clearly demonstrate the capacity to undertake the role and responsibilities of the position
- A high level of professionalism and a strong personal commitment to continued professional development
- Demonstrated ability to establish and maintain productive working relationships with staff, key stakeholders and clients.

## **10.2 Experience**

Experience at a law enforcement agency or previous role in investigations

## **10.3 Technical Expertise**

- A sound understanding of
  - ✓ The Migration Act and Regulations, policies and procedures
  - ✓ The Passport Act and Regulations, policies and procedures
  - ✓ The Citizenship act and Regulation, policies and procedures
  - ✓ The PNG Immigration and Citizenship Service Act
  - ✓ The Public Service Management Act and Public Service General Orders
  - ✓ The Finance Management Act

