

TONGA NATIONAL QUALIFICATIONS AND ACCREDITATION BOARD



Job Title: Senior Executive Officer	Salary Band: Band L
Report to: Principal Qualification Officer - CSD	Division: CSD
Hours of Work: 8hrs per day	Date of Appointment:
Review: July 2028	Version: 1
Special Conditions On Occasion, there will be a requirement to work outside normal hours to complete urgent tasks.	

Job Purpose:

The Senior Executive Officer (Corporate Services) is responsible for providing comprehensive administrative, secretariat, customer service, records management, finance administration, and human resource support services to the Tonga National Qualifications and Accreditation Board (TNQAB).

The position coordinates meetings, manages official correspondence and records, supports Board and Committee administration, assists with travel and event coordination, provides frontline customer service, supports recruitment and human resource administration, and assists the Finance Unit with receipting and revenue administration in accordance with the Financial Management Policies and Procedures Manual.

The position contributes to the efficient, effective, and professional operation of the Corporate Services Division through the delivery of high-quality administrative and operational support services.

Professional Attributes:

The incumbent shall demonstrate:

- High standards of professionalism and integrity.
- Strong interpersonal and communication skills.
- Excellent knowledge of Tongan culture, customs, values, and formal protocols.
- Excellent customer service and relationship management.
- Strong planning and organizational skills.
- Strong commitment to confidential and sensitive information and data, including Board, personnel, financial, legal, regulatory, and provider information.
- Ability to maintain appropriate professional boundaries and avoid disclosing information without proper authority.
- Willingness to work flexible hours when required for Board meetings, official functions, urgent matters, and other executive duties.
- Experience coordinating meetings, preparing agendas and minutes, arranging official travel, and monitoring follow-up actions.
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- Ability to work independently and collaboratively.
- Flexibility and adaptability.

- Commitment to continuous improvement.

Technical Competencies

The incumbent shall demonstrate competency in:

- Fluency in both English and Tongan (writing and speaking)
- Experience coordinating meetings, preparing agendas and minutes, arranging official travel, and monitoring follow-up actions
- Microsoft Office Suite (Word, Excel, Outlook, PowerPoint)
- Electronic document and records management
- Minute taking and meeting administration
- Office administration
- Customer service
- Finance administration
- Human Resource administration
- Filing and records management
- Data entry and database management
- Office equipment and communication systems

Minimum Qualifications and Experiences:

Diploma in Business Administration, Public Administration, Office Administration/management, Human Resource Management, Accounting, Management or a related discipline from a recognized institution;

and

At least five (5) years' relevant work experience in administration, corporate services, finance administration, customer service, human resources or a related field Experience;

Experience working in a government agency, statutory body, regulatory organisation, educational institution, or similar professional environment would be an advantage.

Main Tasks and Responsibilities:

Key Result Areas	Responsibilities	Tasks
1. Corporate Administration	Provide effective administrative support to ensure the efficient operation of the Corporate Services Division.	• Coordinate daily administrative activities. • Schedule meetings, appointments and official engagements. • Maintain office calendars. • Prepare correspondence, reports and administrative documents. • Photocopy, print, scan, bind and laminate official documents. • Monitor incoming and outgoing correspondence. • Coordinate office supplies and stationery. • Maintain administrative registers.

2. Secretariat Services	Provide secretariat support for the Board, Committees and Management meetings.	• Coordinate meeting schedules. • Prepare agendas and meeting papers. • Register Board and Committee papers. • Prepare attendance lists. • Record and prepare minutes. • Maintain the Board Resolution Register. • Monitor implementation of action items. • Maintain confidential Board and Committee records.
3. Customer Service	Deliver professional frontline customer service to internal and external stakeholders.	• Receive and assist visitors professionally. • Register visitors. • Answer telephone calls promptly and direct enquiries appropriately. • Respond to routine enquiries. • Receive and distribute incoming correspondence. • Coordinate courier and postal services. • Maintain a professional reception area.
4. Records and Information Management	Maintain accurate, secure and accessible corporate records in accordance with TNQAB policies.	• Maintain electronic and manual filing systems. • Register incoming and outgoing correspondence. • Scan, archive and retrieve documents. • Maintain records retention schedules. • Protect confidential information. • Support records digitisation initiatives.
5. Finance Administration Support	Provide administrative support to the Finance Unit in accordance with the Financial Management Policies and Procedures Manual.	• Receive customer payments. • Issue official receipts. • Maintain receipt books and receipt registers. • Assist with daily cash reconciliation. • Prepare banking documentation and deposits. • Maintain the Cash Book and Cash Receipt Register. • Assist with invoice preparation and filing. • Support debt follow-up and revenue administration. • Maintain accurate finance records and supporting documentation.
6. Human Resource Administration Support	Provide administrative support for human resource management activities.	• Maintain personnel files. • Assist with recruitment and interview arrangements. • Prepare employment documentation. • Maintain leave and training records. • Update HR registers and databases. • Assist with staff induction and orientation. • Maintain confidentiality of personnel information.

7. Travel, Meetings and Event Coordination	Coordinate official travel, meetings, workshops and corporate events.	• Arrange flights, accommodation and transport. • Prepare travel itineraries and documentation. • Coordinate visa applications where required. • Arrange meeting venues and equipment. • Coordinate workshops, consultations and training programmes. • Organise catering and refreshments. • Maintain attendance registers and logistical arrangements.
8. Planning, Reporting and Performance Management.	Contribute to organisational planning, reporting and continuous improvement	• Prepare Individual Work Plans (IWP). • Maintain evidence for the Performance Management System (PMS). • Prepare monthly activity reports. • Participate in performance reviews. • Recommend improvements to administrative systems and processes. • Support implementation of the Corporate Services Annual Management Plan (AMP).
9. Executive Support to the CEO	Provide executive administrative support to the Chief Executive Officer to facilitate the effective management of the Office of the CEO.	• Manage the CEO's diary and meeting schedule. • Coordinate appointments and official engagements. • Screen and direct telephone calls and correspondence. • Prepare meeting papers, presentations and briefing materials. • Coordinate travel and accommodation arrangements for the CEO. • Assist with confidential correspondence and official documentation. • Follow up on action items arising from CEO meetings. • Maintain confidential records relating to the Office of the CEO. • Provide administrative support to the CEO as
10. Compliance, Governance and Ethics	Ensure compliance with TNQAB policies, legislation and governance requirements.	• Comply with TNQAB policies and procedures. • Maintain confidentiality of official information. • Comply with financial management and records management requirements. • Observe occupational health and safety requirements. • Promote integrity, accountability and ethical conduct.

		• Declare any conflicts of interest in accordance with Board policies.
11. Policy Information and Electronic Records Management	Responsible for maintaining, updating, and safeguarding the electronic repository of all TNQAB policies, procedures, and related governance documents to ensure version control, accessibility, and compliance.	• Maintain an up-to-date electronic filing system for all approved TNQAB policies, procedures, manuals, and guidelines. • Ensure only current, approved versions of policies are accessible to staff, while archiving superseded versions. • Update the electronic policy register following Board or Management approval of new or revised policies. • Apply document version control, including document numbers, approval dates, review dates, and revision history. • Coordinate with policy owners to obtain final approved documents for filing. • Monitor policy review dates and notify responsible officers when reviews are due. • Ensure electronic policy files are securely stored and regularly backed up in accordance with TNQAB information management requirements. • Produce reports on the status of TNQAB policies and scheduled reviews as required by Management. •
12. Other Duties	Undertake additional duties that support the effective operation of TNQAB.	• Attend staff and committee meetings. • Assist with special projects and organisational initiatives. • Perform any other duties reasonably assigned by the Principal Qualification Officer – Corporate Services, Deputy Chief Executive Officer or Chief Executive Officer that are consistent with the level of the position.

Declaration:

I hereby acknowledge that I have received and understand my duties and responsibilities.

Name of Employee: **Signature:** **Date:**

Chief Executive Officer: **Signature:** **Date:**