# PUBLIC SERVICE COMMISSION
# JOB DESCRIPTION

Ministry to prepare and request approval by Public Service Commission. Please contact Organizational Development Unit (ODU) officers of the Office of the Public Service Commission (PSC) if you need assistance to complete this form Note: Not all sections need completion i.e. for junior officers

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| **1** | **Position Title** | **PROVINCIAL FIELD OFFICER (SHEFA)** | |
| **2** | **Remuneration Level** (Proposed by Ministry but approved by PSC) | **PsO 4.1** | |
| **3** | **Post Number** Ministry to allocate number but PSC to approve. | **5351 – Shefa**<br>**5352 - Shefa** | |
| **4** | **Ministry** | Lands & Natural Resources | |
| **5** | **Department or Agency** | Department of Water Resources (DoWR) | |
| **6** | **Location** | Shefa | |
| **7** | **Purpose** Rationale for post establishment | To carry out plumbing installation, maintenance and repairs for water supply systems and monitor community level DoWR work and community contractors | |
| **8** | **Reports directly to:** Title of post to determine reporting line clearly | **9** | **Supervises** Provide titles & levels to indicate supervisory responsibilities |
| Provincial Water Officer | | na | |
| **10** | **Frequent Internal Contacts** Means clients within the Ministry | **11** | **Frequent External Contacts** Means clients from other sector stakeholders & agencies |
| Senior Managers, DoWR team; Deputy Director & team of | | Provincial Govt; Area Councils Members of public, Water Communities PTAC, Community Water Committees; spare parts providers; GoV officials from stakeholder Ministries and agencies, member of the general public | |
| **12** | **Contribution to Gov Planning Priorities** Impact of this position on progression of NSDP targets and/or Ministry plans & policies | **NSDP Key Priorities**<br>**SOC 6.4** Strengthen national institutions to ensure cost-effective and well-resourced to deliver quality public services<br>**SOC 6.5** Strengthen local authorities and municipal institutions to enable decentralisation of services<br>**ECO 2.2** Ensure all people have reliable access to safe drinking water and sanitation infrastructure<br>**Legislative Framework** Decentralisation Act (1984); Vanuatu Water Resources Management Act 2002 (Cap 281); RTI Act, PFEM Act; CTB Act; RTI Act<br>**Policy Framework:** Vanuatu National Water Policy (2017-2030); Vanuatu National Water Strategy (2018 – 2030), | |
| **13** | **Special Conditions (if any)** Unusual or dangerous work, unusual work hours or equipment use | Out of Office hours in times of heavy workload; | |
| **14** | **SELECTION CRITERIA**<br>Technical Competencies, Generic Competencies and Leadership Competencies are to be considered | | |
| **14.1** | **Qualification** Provide highest qualification i.e. Masters, Bachelors, Diploma, Certificate | Certificate | |
| **14.2** | **Expertise Area** Provide type of Degree or Diploma i.e. Law, Public Administration, Education | Plumbing OR welding OR related Field | |

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| **14.3** | **Experience** Indicate years of practical experience in specific sector/s | Minimum of 2 years of experience in plumbing repairs in either a private or Government owned company Valid Drivers Licence an advantage |
| **14.4** | **Technical Competencies** Refer to Guidelines provided by ODU | • Plumbing,<br>• Masonry and<br>• Welding<br>• Valid Driver's License<br>• Managing Resources |
| **14.5** | **Generic Competencies** Refer to Guidelines provided by ODU | • Negotiation skills<br>• Self-starter in planning work schedule<br>• Problem Solving<br>• Analytical\Managing people relationships<br>• Public Service Perspective |
| **14.6** | **Leadership Competencies** Refer to Guidelines provided by ODU | • Spoken and written communication skills<br>• Problem solving<br>• Team Player<br>• Networking<br>• Self-Management |
| **14.7** | **Behavioural Competencies** Refer to Guidelines provided by ODU | • Time & deliverables driven<br>• Honest,<br>• Discrete,<br>• Trustworthy,<br>• Hardworking |

## 15. CRITICAL SUCCESS FACTORS

This is an important section requiring very careful development. The KRAs, KTAs and KPIs should be designed to deliver Ministry objectives in Corporate and Business Plans and progress NSDP targets. They must be SMART (Specific Manageable Achievable Realistic & Time Bound). For lower-level JDs, only 5 KRAs may be needed but as responsibilities increase, so too will KRA numbers. This section provides for monitoring of delivery and is the basis for Performance Review Appraisals and Work Schedule Plans.

| | **Key Result Areas (KRAs)**<br>Indicate key work areas to deliver required results | | **Key Task Areas (KTAs)**<br>Indicate for each KRA general guidelines for the tasks/activities to be undertaken to deliver the KPIs for each KRA | | **Key Performance Indicators (KPIs)**<br>Indicate the item, action, report that proves the activity is delivered on time as specified |
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| **15.1** | Carry out general maintenance, repair and installation of plumbing systems | **15.1.1** | • Undertake plumbing tasks to maintain and extend water supply for public and private sector;<br>• Undertake cleaning and maintenance of water assets i.e. fire hydrants, valves, tanks, PRVs, pumps, meters, vehicles, tools, equipment etc;.<br>• Undertake cleaning and maintenance of water assets i.e. fire hydrants, valves, tanks, PRVs, pumps, meters, vehicles, tools, equipment etc;.<br>• Undertake plumbing tasks to maintain and extend water supply for public and private sector; | **15.1.2** | Weekly Report to Provincial Water Officer on any issues arising |
| **15.2** | Monitor operation of water pump and water treatment for water quality & security of operations | **15.2.1** | • Prepare orders for plumbing supplies with Provincial Water Officer & Logistics team in Head Office;<br>• Collect water network data i.e. distribution block meters, source monitoring, pump meters etc.;<br>• Ensure that testing and treatment of water is regularly carried out; | **15.2.2** | Weekly Report to Provincial Water Officer<br>Testing and treatment of water is regularly carried out; |
| **15.3** | Meter readings of customer meters and distribution of bills | **15.3.1** | • Respond to enquiries from Provincial Administration Officer i.e. disputes on water billing;<br>• Complete meter readings in time and assist in printing and sending out quarterly water bills to customers; | **15.3.2** | Weekly Report to Provincial Water Officer |
| **15.4** | Leakage monitoring | **15.4.1** | • Ensure that testing and treatment of water is regularly carried out; | **15.4.2** | • Weekly Report to Foreman Provincial Water Division |

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| **15.5** | Assist donor funded water and sanitation projects including WASH cluster response during emergencies | **15.5.1** | • Assist WASH Cluster in times of emergencies;<br>• Assist other provincial water team members to undertake work with rural water supply projects when required; | **15.5.2** | • Report to Provincial Water Officer |
| **15.6** | Monitor work of contractors against agreed contractual design standards & obligations | **15.6.1** | • Conduct field visits to monitor the implementation of contractors to ensure the quality assurance of the community level work and meeting design standards and contract obligations | **15.6.2** | • Regular check of work progress by community contractors<br>• Reports to Provincial Water Officer of issues and progress<br>• Inform Provincial Water Officer of issues<br>• Sign off Check List of work done for Foreman<br>• Take photographs of<br>o Work underway<br>o Work completed<br>Issues re standards/non-compliance |
| **15.7** | Collect water network data | **15.7.1** | • Collect water network data i.e. distribution block meters, source monitoring, pump meters etc.; | **15.7.2** | Water network collected & recorded |
| **15.8** | Participate in PMR processes | **15.8.1** | • Prepare PMR documents on time<br>• AWP by February<br>• PMRs on time<br>o June<br>o December | **15.8.2** | PMR & AWP documents on time |
| **Any other duties reasonably requested by Supervisor:** | | | | | |

| 16 | ENDORSEMENT WITH NAME, SIGNATURE & DATE<br>All signature blocks must be signed, stamped and dated for Job Description to be valid | |
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| 16.1 | Prepared in Ministry by | Signed: Name: Erickson Sammy<br>Date: 11/05/2026 Title: Director DRWS |
| 16.2 | Certified by DG or Delegate | Signed: Name: William Nasak<br>Date: 12/05/26 Title: Director General, MLNR |
| 16.3 | Certified by OPSC | Signed: Name: Ini Tabiaga<br>Date: 25/05/2026 Title: Manager OOU |

| 17 | DECISION BY PUBLIC SERVICE COMMISSION |
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| Decision: Approved<br>Name: Jean Yves Bibi Signed Date of Decision: 28/5/26<br>Title: Acting Secretary, Public Service Commission (PSC) | |
| Job Description Sighted by Appointed Officer<br>Name: Signed: Date Sighted: / / | |