



**GOVERNMENT OF NIUE
NIUE PUBLIC SERVICE COMMISSION**

Job Description

Position	Director
Salary	Grade 06 (Niue Unified Salary Scale)
Organisation	Department of Home Affairs
Location	Fonuakula, Alofi
Reports to	Secretary to Government and Minister responsible for Home Affairs

1. Overview

The Department of Home Affairs leads Government's policy, coordination, and service delivery functions across community, social, and cultural development.

The Department is responsible for portfolios including:

- Niue ko Kaina
- Veterans Affairs
- Village Councils
- Pensions & Welfare
- Women, Youth & Children
- Sports & Recreation
- Non-Government and Faith-Based Organisations

The Department plays a central role in strengthening social cohesion, community resilience, and inclusive development, aligned with national priorities and the vision of *Niue ke Monuina*.

2. Departmental Functions

The Department will be responsible for executing Home Affairs functions in accordance with national legislation and Public Service requirements. Core functions include:

- **Corporate Services:** Finance, procurement, HR, asset management and administration
- **Social Protection:** Pensions, welfare programmes, and vulnerable group support
- **Community Development:** Village councils, Niue ko Kaina engagement, and local governance
- **Youth, Women & Children:** Policy and programmes supporting inclusion, protection and empowerment
- **Veterans Affairs:** Recognition, support and policy coordination
- **Sports & Recreation:** Development of community sport and national participation
- **NGOs & Faith-Based Organisations:** Partnerships, coordination and support frameworks

The Department's work will be aligned with national development priorities and whole-of-government policy frameworks, as well as international commitments such as SDGs and NDCs.

3. Director's Role

Purpose of the Position

The Director is responsible for the re-establishment, leadership, and management of the Department of Home Affairs as the central system for social protection, local governance, community investment, and partnerships.

The role integrates policy leadership, regulatory oversight, financial management, and service delivery to strengthen national wellbeing, social cohesion, and resilience.

A key accountability is strategic leadership and department re-establishment.

Legislative Responsibilities

Administer Pensions and Benefits Act and Regulations

Administer Village Councils Act 2026

Ensure compliance with statutory welfare and governance obligations

4. Leadership Responsibilities

The Director of Home Affairs provides strategic leadership across all Home Affairs functions and works closely with the Secretary to Government (SOG), the Minister responsible for Home Affairs, and central agencies.

The Director is expected to:

- Provide strategic leadership and department re-establishment
- Provide high-level direction and ensure effective policy execution of social protection systems (pension, welfare)
- Oversee all Department operations, including programme delivery and stakeholder coordination
- Lead development of integrated community and social policy frameworks
- Strengthen governance systems across village councils and community structures
- Ensure effective engagement with NGOs, faith-based groups, and communities
- Build a high-performance culture through coaching, training, and succession planning
- Ensure strong reporting, communications, and accountability to SOG and Cabinet

These responsibilities are essential for strengthening community wellbeing and social resilience across Niue.

Key responsibilities include:

- Representing Government on Home Affairs matters at national and regional levels
- Leading policy development across social, community and cultural sectors
- Managing the Department's work programme and service delivery outcomes
- Reviewing departmental structures and resources to align with Government priorities
- Collaborating with SOG, Minister, and central agencies to deliver Cabinet priorities
- Coordinating with the Public Service Commission on HR matters

5. Core Functions and Role of the Director

The Director actively drives and oversees each core function—not just administratively, but as a strategic and policy leader, consistent with template expectations.

Core Function	Description	Role of the Director – Key Tasks
1. Social Policy & Strategy	National policies for welfare, community development, youth, women & children	Lead policy formulation; advise Cabinet; ensure alignment with national priorities
2. Pensions & Welfare	Delivery of pension schemes and welfare support	Ensure effective systems, payment integrity, and equitable access
3. Village Councils & Community Governance	Strengthening local governance structures	Support councils; develop frameworks; improve accountability and coordination
4. Niue ko Kaina Engagement	Engagement with diaspora and community identity programmes	Lead national engagement strategy; strengthen partnerships
5. Veterans Affairs	Recognition and support programmes for veterans	Develop policy frameworks; ensure appropriate benefits and recognition
6. Youth, Women & Children	Protection, empowerment and development programmes	Lead cross-sector initiatives; ensure safeguarding and inclusion
7. Sports & Recreation	Community sport and national participation	Strengthen partnerships; support development pathways and programmes
8. NGOs & Faith-Based Organisations	Coordination and partnership frameworks	Build partnerships; ensure alignment with government objectives
9. Stakeholder Engagement & Communications	Public and community interface	Lead engagement; deliver briefings, statements and outreach
10. Financial Management	Budgeting, compliance and resource allocation	Ensure fiscal discipline; optimise resource use; meet reporting requirements
11. People & Capability	Workforce planning and development	Build capability; implement performance systems and training
12. Department Operations	Overall management of the Department	Ensure effective service delivery and regulatory compliance
13. Team Leadership	Culture and performance	Lead professionalism, innovation and collaboration

In performing the duties of Director you will be subject to the achievement of Key Performance Indicators (KPIs) The KPI's are listed in Appendix A.

6. Key Relationships

Statutory	The Director is appointed by the Niue Public Service Commission
Government	<ul style="list-style-type: none"> • The Director is responsible to the Secretary to Government and the Minister responsible for Home Affairs • Prime Minister and Cabinet • Niue Legislative Assembly and Select Committees
Public Service	<p>A Head of Department (HOD) under the Niue Public Service - Includes relationships with central agencies such as the Office of the Secretary to Government, Prime Minister's Department, Treasury, Public Service Commission and Crown Law</p> <ul style="list-style-type: none"> • The Director's various cross-agency groups
Community and Private Sector	Village councils, including NGOs such as church groups, private sector and other members of society, businesses; contractors; professional bodies.
International and regional	Director has a key role supporting compliance with our international commitments. Development partners, donors and contractors (e.g., NZ MFAT, Australia DFAT, ADB, SPC, UNDP)

7. Required Qualifications & Personal Attributes

- **Education:** Bachelor's degree or higher in Public Administration, Social Policy, Development, or related field
- **Leadership Experience:** Extensive senior management experience in the Public Service or similar environment
- **Government Operations:** Strong understanding of government systems, planning, reporting and accountability
- **Strategic Alignment:** Knowledge of *Niue ke Monuina* and national development priorities
- **Results-Driven:** Ability to deliver measurable outcomes and manage complex programmes
- **Leadership:** Strong people management and organisational leadership capability
- **Representation Skills:** Ability to represent Government at senior levels
- **Analytical Thinking:** Strong policy and problem-solving capability
- **Professional Integrity:** High ethical standards and commitment to public service
- **Language Proficiency:** Good communication skills in both Vagahau Niue and English

APPENDIX A

KEY PERFORMANCE INDICATORS

The Head of Department is expected to carry out the role based on two components Operational KPIs and Technical KPIs inclusive of the required General KPIs. The executive level of the role has been tailored to suit not only the department's functions but also to align with the Niue National Strategic Plan.

Operational Key Performance Indicators

	Area and Methodology	KPI	Measurable indicator
1	Strategic Leadership and Governance	<ul style="list-style-type: none"> • Alignment of departmental activities with national strategic plan • Development and implementation of Corporate Plan • Policy development and review • Annual report • Travel reports – using the template <ul style="list-style-type: none"> ○ Recommendations • Briefings provided to SOG and Minister (including PM and Cabinet) when requested, and for all meeting purposes when part of a delegation to the head of delegation. This includes talking points, speeches and statements 	<ul style="list-style-type: none"> • 100% alignment score in annual strategic review • Corporate Plan and budget submitted by due date with at least 95% of planned targets implemented • 100% of policies due for review updated within policy review cycle • Submitted on time following the template provided • Submitted on time within the CM direction <ul style="list-style-type: none"> ○ Reported on quarterly to SOG and Cabinet • 100% Proper briefings provided on request and for all meeting purposes to the head of delegation, including talking points, speeches and statements.
2	Service Delivery and Impact / Customer & Stakeholder perspective	<ul style="list-style-type: none"> • Service delivery targets achieved • Timeliness of quality service delivery 	<ul style="list-style-type: none"> • ≥ 90% of Corporate Plan service delivery targets met annually

	Area and Methodology	KPI	Measurable indicator
	<ul style="list-style-type: none"> ▪ Track customer satisfaction, retention and engagement metrics ▪ Work with client-facing teams to ensure solutions meet customer needs 		<ul style="list-style-type: none"> • 95% of services delivered within prescribed timeframes
3	Financial and Department Management <ul style="list-style-type: none"> ▪ Efficient budget utilization ▪ Financial compliance ▪ Reduce fiscal waste ▪ Timely reporting ▪ Asset Management 	<ul style="list-style-type: none"> • Annual Budget submitted to Treasury on time • Invoices issued on time • Revenues collected within a reasonable timeframe • Cost savings initiatives • Asset List up to date and maintenance programmes followed and reported 	<ul style="list-style-type: none"> • Actual expenditure within ±5% of allocated budget • Invoices issued within 7 working days of service provided • Revenues collected within 14 days and fully collected by the end of the FY • At least one cost-saving initiative implemented, saving minimum 3% of operational budget • All asset management plans in place and followed. All assets such as vehicles and machinery, have maintenance plans that are followed and reported monthly, and are taken care of properly.
4	Human Resource Management <ul style="list-style-type: none"> ▪ Training and development of staff ▪ Staff support, ie well-being ▪ Performance appraisals 	<ul style="list-style-type: none"> • Actively seeks to improve staff skills and talents by providing constructive feedback, coaching and training opportunities. • Performance appraisal completion 	<ul style="list-style-type: none"> • 80% Turnaround of skilled and qualified staff inclusive of training prospects and developments aligned with organisation needs • 100% of eligible staff appraised within the performance cycle

	Area and Methodology	KPI	Measurable indicator
5	Compliance and Risk Management	<ul style="list-style-type: none"> Legislative compliance Audit and PAC findings resolution 	<ul style="list-style-type: none"> ≥ 95% compliance rate in internal and external compliance audits 100% of internal audit findings resolved within 90 days
6	Innovation, Efficiency and Communications <ul style="list-style-type: none"> Evaluate and optimize core business processes for efficiency and quality. Lead cross-functional initiatives to improve workflow and reduce bottlenecks. Implement performance dashboards and reporting systems for operational visibility. 	<ul style="list-style-type: none"> Process digitization Turnaround time improvement New programmes or pilots Communications to the public on services are effective 	<ul style="list-style-type: none"> At least 2 manual processes digitized per year 15% reduction in average processing time for top 5 services Minimum 1 innovation pilot implemented and evaluated annually Website or social media presence is informative for all users, including access to services such as online forms

TECHNICAL KEY PERFORMANCE INDICATORS

	Area and Methodology	KPI	Measurable indicator
7	Pensions & Welfare	<ul style="list-style-type: none"> • Payments accuracy and timeliness • Coverage of eligible beneficiaries 	
8	Village Councils & Community Development	Engagement frequency and programme delivery outcomes	
9	Youth, Women & Children Programmes	<ul style="list-style-type: none"> • Implementation of national initiatives • Safeguarding and inclusion measures 	
10	NGO & Faith-Based Coordination	Active partnerships and programme alignment	
11	Sports & Recreation Development	Participation levels and programme delivery	

Key Milestone Indicators

Key responsibility	Measurable Indicator	
Evaluation of Departmental functions, structures, processes and resources	➤ Due annually	31 May to the Secretary to Government (as part of annual budget process)
Compilation and submission of Department's annual report	➤ Due annually	01 August to the Secretary to Government and Niue Public Service Commission
Performance assessments for all staff under the Department end of every financial year	➤ Due annually	30 June to the Niue Public Service Commission
Internal section heads meetings	➤ Conducted at least monthly and minutes readily available when requested by the Office of the Secretary to Government and the Niue Public Service Commission	Monthly
Attendance to HOD meetings required and apologies subject to unavoidable situations	➤ Meetings called by the Secretary to Government, Niue Public Service Commission, or the Minister for relevant Ministry	As notified
Submission of department's corporate plan and annual estimate of expenditure/budget for the subsequent year	➤ Completed and submitted annually (end of March) for preceding year.	End of March or as scheduled, to Treasury, SOG and Commission with a copy to the Minister
Submission of department briefings to SOG and Minister (including PM and Cabinet) when requested, and for all meeting purposes when part of a delegation to the head of	➤ Due on request within a reasonable time	As requested

delegation. This includes talking points, speeches and statements.		
All asset management plans in place and followed. All assets such as vehicles and machinery, have maintenance plans that are followed and reported monthly, and are taken care of properly.	Asset Lists up to date and maintenance schedules followed. Department vehicles and machinery are for authorised use only, such as emergency service employees on call out duties, and as directed by SOG or the Commission	Monthly Monthly updates