

**POSITION DESCRIPTION – FEBRUARY 2020**


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**POSITION TITLE:** Chief Investigator – Special Investigation Team

**POSITION NUMBER:** L 6-008

**LOCATION:** FRCS Head Office, Suva

**REPORTS TO:** Director ICI & Chief Executive Officer

**THE ORGANIZATION**

The Fiji Revenue & Customs Service (FRCS) is a statutory Service established under the FRCS Act 1998. FRCS is an agent for the State for administration and enforcement of Tax and Customs laws in Fiji. Our Vision is to be a world class revenue Service delivering excellence in revenue collection, border protection, trade, and travel facilitation. Our organizational Values are - One organization; Leadership; Valuing employees; Integrity; Results focus; Partnership development.

**POSITION PURPOSE**

The role of Chief Investigator – Special Investigation Team will be responsible for the management and championing of FRCS Whistle-blower Policy, Customs Smuggling and Anti-Money Laundering cases from the start to the end of the process. The role is responsible in ensuring that the correct revenue is collected in compliance with legislations related to cross border transactions of related entities. This involves the developing and supervision of an audit/investigation team by providing high level technical assistance and managerial oversight. The position further requires representations, liaisons and contributions to various internal and external working groups including international counterparts. The role entails to conduct special investigations required by the Board or CEO or DICI.

**ACCOUNTABILITIES**

KEY RESULTS AREAS	KEY ACCOUNTABILITIES
<p style="text-align: center;"><b>Financial</b></p>	<ul style="list-style-type: none"> <li>• Tax &amp; Customs Audit/Investigation Assessments and Penalties/Prosecution</li> <li>• Cash Collected</li> <li>• Non Cash collected</li> <li>• Reduction in Tax Losses</li> <li>• Reduction in Refunds</li> <li>• Detection of Fraudulent Tax &amp; Customs Activities</li> <li>• Compliance Interventions that would Yield Future Tax Revenue</li> <li>• Proper recognition of whistle blowers under the WB Policy</li> </ul>
<p style="text-align: center;"><b>Coverage</b></p>	<ul style="list-style-type: none"> <li>• Taxpayer or Trader Audit and Investigation Fiji wide</li> <li>• Preparation of Risk Profile Template and allocation to team member</li> <li>• Providing guidance in the application selected audit/investigation methodologies</li> <li>• Complement the Compliance Improvement Strategy</li> <li>• Participation and contribution in various Working Groups</li> </ul>

	<ul style="list-style-type: none"> <li>Proposals for Legislative and Budget changes</li> <li>Preparation and leading team meetings</li> <li>Leading meetings with taxpayers, third parties and relevant industry stakeholders</li> <li>Approving Investigation process and documentation (caution interview, SW etc.);</li> <li>Approving of Audit/Investigation Plans and Reports</li> <li>Approving of Amended Assessments and Journals</li> <li>Preparation and submission of Reports, for example, Audit/Investigation Board Papers.</li> <li>Assist in liaising with Law Enforcement Agencies for ICI if and when assigned</li> <li>Counselling, Mentoring and Supervision of team members</li> <li>Representation and attendance to Court sessions regarding FRCS audit/investigation matters</li> <li>Planning and monitoring of special projects as delegated by ELT</li> <li>Providing advises to ELT on directives received by DICI</li> </ul>
<b>Volume</b>	<ul style="list-style-type: none"> <li>Ensure that number of cases completed as per Audit/investigation plan</li> <li>Provide timely results</li> <li>Conduct Stakeholder engagement consultations</li> <li>Conduct and attend Technical Training and Workshops – Internal and External</li> <li>Performance Monitoring in terms of Volume, Time and Value.</li> </ul>
<b>Time</b>	<ul style="list-style-type: none"> <li>Monitoring of Endorsed Audit/Investigation Plan Timelines</li> <li>Systematic Time Management Analysis of WIP</li> <li>Ensure that reports are updated and submitted by due dates</li> <li>Ensure that action items outlined in conversational planners are executed by due dates</li> <li>Project Management on selected cases or programmes.</li> </ul>
<b>Quality</b>	<ul style="list-style-type: none"> <li>Conduct Thorough Risk Assessment on Tax, Customs and Ethical/Integrity Risks.</li> <li>Benchmarking and adopt Best practices in audit/investigation methodology</li> <li>Minimise Audit/Investigation cases leading to Objections or to the Courts</li> <li>High Standard and Error free audit/investigation reports</li> <li>Quality submission to stakeholders</li> <li>Adherence to audit/investigation process</li> <li>Collectability of Assessments</li> <li>Assist legal with court matters for team cases</li> </ul>
<b>Strategic Business Plan</b>	<ul style="list-style-type: none"> <li>Plan and develop business plan in accordance with the Service strategic plan.</li> <li>Oversee and review investigation processes to achieve set targets.</li> </ul>

	<ul style="list-style-type: none"> <li>Plan and execute effective and efficient processes to achieve results.</li> <li>Administer to ensure processes are practical, measurable and achievable.</li> <li>Prepare and submit reports</li> <li>Finalise and review Whistle-blower Policy when required.</li> <li>Finalise and review FRCS investigation Manual when required.</li> </ul>
<b>Managing Staff</b>	<ul style="list-style-type: none"> <li>Manage the team Leave Liability.</li> <li>Initiate effective coaching and mentoring of staff for work continuity and return on investment.</li> <li>Drive and instil customer satisfaction and result oriented.</li> <li>Manage and monitor staff case load</li> </ul>
<b>Internal Process</b>	<ul style="list-style-type: none"> <li>Submit reports.</li> <li>Plan and develop standard operating procedures in accordance to PMS.</li> <li>Initiate value adding performance to maintain effectiveness and efficiency.</li> </ul>
<b>Innovation and Learning</b>	<ul style="list-style-type: none"> <li>Identify and monitor skills gaps for training within SIT.</li> <li>Mentor and coach staff to enhance performance and achieve production.</li> <li>Attend internal and external training and workshop to enhance performance with DIP successfully implemented</li> </ul>
<b>Partnerships and Customer Service</b>	<ul style="list-style-type: none"> <li>Work closely with operational leaders and colleagues</li> <li>Ensure that the highest standards of internal and external customer service is consistently delivered by your SIT.</li> </ul>
<b>Stakeholder Management</b>	<ul style="list-style-type: none"> <li>Consult stakeholders on relevant tax and customs laws and customs regional law for the Pacific and ensure to provide advice to professional committees or bodies.</li> <li>Administer consultation with stakeholders in relation to changes to the FRCS laws.</li> </ul>
<b>Risk Management and Security</b>	<ul style="list-style-type: none"> <li>Monitor risk factors management policies and procedures to ensure that program and organisational risks are minimized.</li> <li>Provide support and monitoring of mitigating risk</li> </ul>

**DELEGATIONS:**

Delegations are in accordance with Leadership Team L4 powers as set out in the FRCS delegations framework.

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**PERSON SPECIFICATION**

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<b>Job Title Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Bachelor's Degree in Accounting/Management/Forensic Accounting</li> <li>A proven record of successful people leadership. Further the person for the job must have</li> </ul>	<ul style="list-style-type: none"> <li>Masters in relevant field.</li> <li>Anti-Money Laundering trainings and profiling capability and certifications.</li> </ul>

	extensive experience in preparing, investigation and analysing financial reports and data.	
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Computer Literacy</li> <li>• Analytical Skills</li> <li>• Attention to Details</li> <li>• Excellent Communication skills</li> </ul>	
<b>Previous Experience</b>	<ul style="list-style-type: none"> <li>• Extensive experience in audit and taxation work, with experience in managing teams will be at an advantage</li> </ul>	
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Interpersonal Skills</li> <li>• Performance oriented</li> <li>• Integrity</li> <li>• Holistic Thinker</li> <li>• Initiative</li> <li>• Energetic</li> <li>• Achiever</li> <li>• Resilience</li> </ul>	

#### PERFORMANCE COMPETENCY INDICATORS

As the Chief Investigator in FRCS, your performance is measured through two criteria:

- **Performance outcome criteria** for your area of responsibility. These are agreed and reviewed annually. You report monthly and quarterly to the DICl and CEO's office on progress, and provide mitigation strategies and timelines where agreed criteria are at risk of non-achievement.
- **Employee competencies** – you report quarterly on your performance measured against the competencies for your role.

COMPETENCY	COMPETENCY DESCRIPTOR
<b>Be An Authentic Leader</b>	<ul style="list-style-type: none"> <li>• Be a genuine leader for my team demonstrating the Code of Conduct principles</li> <li>• Set clear expectations from team members</li> <li>• Be visible and accessible</li> <li>• Seek and provide 360-degree feedback</li> <li>• Identify and develop leadership across teams</li> <li>• Ensure personal reporting is accurate, fair and consistent</li> <li>• Develop strategies to ensure poor performance is dealt with head on and early on</li> <li>• Have one to one verbal discussions immediately and document if needed</li> </ul>
<b>Managing Vision &amp; Purpose</b>	<ul style="list-style-type: none"> <li>• Is future focused, optimistic and effectively communicates a compelling and inspired vision to others in the organization</li> </ul>

	<ul style="list-style-type: none"> <li>• Successfully rallies support for the vision; makes it shareable by everyone and inspires everyone to move forwards</li> </ul>
<b>Continuous Improvement In Customers Service</b>	<ul style="list-style-type: none"> <li>• Encourage and enable an environment of improvement</li> <li>• Drive my team to initiate new and better ways of doing things in my area</li> <li>• I will minimise red tape across processes wherever possible</li> <li>• I will be an un locker – not a barrier</li> </ul>
<b>Process Management</b>	<ul style="list-style-type: none"> <li>• Consistently good at identifying the necessary processes, and organising the right people to get things done</li> <li>• Knows what to measure and how to measure is so that complex</li> <li>• processes can be refined and more can be achieved with fewer resources</li> <li>• Can organise resources (people, funding, material, support) and use them effectively to get things done including managing multiple activities at once and recording information and files in a useful manner</li> </ul>
<b>Relationship Management That Drives Results</b>	<ul style="list-style-type: none"> <li>• Develop and enhance relationship across Revenue and Customs Service to ensure alignment</li> <li>• Develop and enhance relationship with stakeholders and other Government Agencies to minimise adverse effects and enhance collaborate outcomes</li> <li>• Be a connector with a vision to enhance outcomes across Governments through creation of effective networks</li> </ul>
<b>Decision Quality</b>	<ul style="list-style-type: none"> <li>• Utilises a mixture of analysis, wisdom, experiences, and judgement to make high quality, timely decisions, that produce ideas and solutions that are accurate and demonstrate sound judgement, risk management, and integrity</li> <li>• Provides coaching to others to make decisions that sit within their delegations and area of responsibilities</li> </ul>
<b>Health , Safety And Community</b>	<ul style="list-style-type: none"> <li>• Ensure Health and Safety is priority across the business</li> <li>• Ensure business contingency plans are up to date, relevant and applicable</li> <li>• Ensure that PPE is available and used as per SOP</li> <li>• Take the lead in observing unsafe activity, planning and ensure that it is stopped and approached correctly</li> <li>• Report any hazard, near miss, injury or incident immediately to Line Manager</li> </ul>
<b>Delegation</b>	<ul style="list-style-type: none"> <li>• Delegates' tasks and decisions clearly and appropriately taking into account the complexity and importance of the work and individual ability and development needs. Trusts people to perform and to complete their own work</li> </ul>

<p><b>Achieve My Teams Operational Targets</b></p>	<ul style="list-style-type: none"> <li>• Have a Results focussed passion towards the achievement of financial and non-financial targets for the team in line with the Organisation and Divisions Annual performance targets.</li> <li>• Consistent evaluation of performance and address associated risks.</li> </ul>
<p><b>Managerial Courage</b></p>	<ul style="list-style-type: none"> <li>• Is direct and honest in their communication with other by providing timely, complete and “actionable” feedback (positive and critical)</li> <li>• Takes tough stands and faces up to problems with any person or in any situation when necessary, and take negative action when it is necessary to do so</li> </ul>
<p><b>Process And Systems Management</b></p>	<ul style="list-style-type: none"> <li>• Ensure that SOPs are up to date and in place</li> <li>• Ensure compliance to legislations, approved processes, systems and audit manuals</li> <li>• Ensure processes and systems are continually reviewed to enable shift in World class</li> <li>• Encourage an environment where staff understand where they fit in, show they contribute and how agencies or stakeholders have differing priorities but the same outcome – Customer Service</li> </ul>
<p><b>Presentation Skills</b></p>	<ul style="list-style-type: none"> <li>• Effectively presents to a variety of audiences on both uncontroversial and controversial topics</li> <li>• Commands attention and can read the audience, adjusting their approach as needed</li> </ul>
<p><b>Listening</b></p>	<ul style="list-style-type: none"> <li>• Consistently practices attentive and active listening and demonstrates an ability to accurately reflect the opinions of others even when he/she disagrees</li> </ul>
<p><b>Developing Direct Reports</b></p>	<ul style="list-style-type: none"> <li>• Demonstrated focus on developing direct reports by providing challenging tasks and stretch assignments and encouraging people to accept them</li> <li>• Holds frequent development discussions with direct reports,</li> <li>• Is aware of their career goals, and treats direct reports in a fair and equitable manner</li> </ul>
<p><b>Self-Development</b></p>	<ul style="list-style-type: none"> <li>• Is personally committed to and actively works to continuously improve self</li> <li>• Understands that different situations may call for different skills and approaches, works to strengths and compensates for weaknesses.</li> </ul>

**Chief Investigator – Special Investigation Team - Position Description**

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