

POSITION DESCRIPTION – OCTOBER 2019

POSITION TITLE: Director Border

POSITION NUMBER: ELT 2-001

LOCATION: FRCS Head Office, Suva

REPORTS TO: 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 Director Border Compliance, Intelligence and Risk is a key transformational role responsible for the strategic and operational alignment of border protection capability to successfully deliver on the FRCS Vision and the legislative mandate of the Government of Fiji. The position is accountable for the leadership and management of the full range of Customs responsibilities and activities including border protection, compliance, intelligence activities, risk management, compliance investigations and audits for Customs and revenue transactions. In carrying out these accountabilities the Director is responsible for the leadership of their staff group, and will imbed across their area of responsibilities, systems, procedures, and behaviours that align with World Customs Organization good practice and standards, the Fiji Tax legislation requirements, and effective facilitation of trade, travel and revenue collection.

As a key member of the Executive Leadership Team this role contributes to the FRCS leadership, strategic direction and achievement of our Vision.

ACCOUNTABILITIES

KEY RESULTS AREAS	KEY ACCOUNTABILITIES
<p align="center">Strategic leadership of FRCS border compliance, intelligence and risk</p>	<ul style="list-style-type: none"> ▪ Lead and influence major change and development across all aspects of FRCS border compliance, intelligence and risk activities ensuring focus on achievement of FRCS business strategy and Vision ▪ Ensure the implementation and on-going assurance of WCO standard Customs border compliance and intelligence operations that maximise protection of Fiji's borders ▪ Work in partnership across FRCS to achieve continuous improvement in all border compliance, intelligence, investigations, and risk operational activities, leveraging wherever possible technology assisted solutions
<p align="center">Operational Leadership</p>	<ul style="list-style-type: none"> ▪ Ensure the provision of effective operational leadership that maximises border compliance, targeted intelligence and compliance investigations, and revenue collection at the border ▪ Ensure accurate and timely compliance audits are carried out,

	<p>outcomes reported, required actions undertaken, and processes implemented to strengthen compliance outcomes</p> <ul style="list-style-type: none"> ▪ Oversee the timely and accurate preparation and communication of relevant reports, performance trends and outcomes for areas of responsibility
Partnerships and Customer Service	<ul style="list-style-type: none"> ▪ Competently participate in relevant Forums accurately reflecting the views and requirements of FRCS in line with the directions of the Chief Executive ▪ Work closely with the Executive Leadership Team to establish and review strategic priorities for key partnerships within the international border protection and revenue communities ▪ Ensure a culture of internal and external customer service across all areas of responsibilities ▪ Support and participate in information and education initiatives to increase business and community awareness and understanding of their Customs and Tax obligations
Stakeholder Management	<ul style="list-style-type: none"> ▪ Ensure effective stakeholder relationship management that clearly demonstrates FRCS Values, sound judgment, intellectual rigor, integrity and effective communication skills ▪ Competently participate in relevant Customs Forums accurately reflecting the views and requirements of FRCS in line with the directions of the Chief Executive
Executive Leadership Team	<ul style="list-style-type: none"> ▪ Actively participate in the Team, contributing to the strategic thinking and development of FRCS, having courageous conversations when needed, and modelling positive leadership, integrity and respect in all activities and interactions both internally and externally ▪ Exercise the highest standards of fiscal financial and asset management within own area of responsibility and support colleagues and the Chief Executive in effective and judicious stewardship for the budget and financial management of FRCS
Security & Risk Management	<ul style="list-style-type: none"> ▪ Lead the border security activities for FRCS ensuring that the Chief Executive is regularly and fully informed ▪ Provide regular briefings, and where required reports, on the status of border security and intelligence risk and compliance monitoring, providing assurance on strength and status of mitigation strategies ▪ Ensure that Border Compliance Intelligence & Risk have an updated risk management framework and register in place linked to FRCS risk management strategies
Risk Management and Security	<ul style="list-style-type: none"> ▪ Work with the CEO on risk management, disaster recovery & contingency planning ▪ Monitor risk factors management policies and procedures to ensure that program and organisational risks are minimized ▪ Prepare financial evaluations and costing for FRCS's business initiatives and proposals including financial risk and financing strategies
Health, Safety, and Wellness	<ul style="list-style-type: none"> ▪ Champion high standards of Health, Safety and Wellness across FRCS incorporating components into development initiatives where appropriate ▪ Ensure compliance to relevant Occupational Health, and Safety (OHS) obligations and support of health, safety and wellness initiatives are supported and that relevant policies are understood, followed and implemented by all employees

DELEGATIONS

As may be delegated by CEO from time to time.

PERSON SPECIFICATION

ESSENTIAL Significant experience in Customs and/or a senior intelligence, law enforcement org
Bachelor degree or higher in a relevant discipline

DESIRABLE Proven record of strategic and people leadership that influences the design and delivery of robust border protection and customer centric services across diverse stakeholder groups
Experience of working across government and wider business environment

PERFORMANCE COMPETENCY INDICATORS

As a leader 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 quarterly to the Chief Executive Officer on progress, and provide mitigation strategies and timelines where agreed criteria are at risk of non-achievement.
- **Leadership competencies** - you report quarterly on your facilitation performance measured against the competencies for your role. These are set out below.

COMPETENCY	COMPETENCY DESCRIPTOR
Managing Vision & Purpose	<ul style="list-style-type: none">▪ Is future focused, optimistic and effectively communicates a compelling and inspired vision to others in the organization▪ Successfully rallies support for the vision; makes it shareable by everyone and inspires everyone to move forwards
Strategic Agility & Innovation Management	<ul style="list-style-type: none">▪ Is future orientated and is able to articulate a credible picture and vision for the future including possibilities and likelihood, and breakthrough strategies/plans▪ Fosters innovation at work, has good judgement about which creative ideas and suggestions will work in reality and is able to effectively implement ideas
Dealing With Ambiguity & Conceptual Thinking	<ul style="list-style-type: none">▪ Copes effectively with change, can act without having the total picture and can comfortably handle risk and uncertainty▪ Uses reasoning and intuitive processes to understand a situation or problem without being constrained by the current reality and identifies potential solutions and viable alternatives that may not be obviously related or easily identified
Drive For Results	<ul style="list-style-type: none">▪ Can be counted on to successfully exceed goals and expectations by consistently being a top performer, continually pushing themselves and others for results
Decision Quality	<ul style="list-style-type: none">▪ 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▪ Provides coaching to others to make decisions that sit within their delegations and area of responsibilities
Political Savvy	<ul style="list-style-type: none">▪ Can navigate through complex political and organizational situations effectively, quietly and with integrity▪ Can efficiently anticipate where roadblocks are likely to be and

	appropriately circumnavigate them
Delegation	<ul style="list-style-type: none"> ▪ 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
Conflict Management	<ul style="list-style-type: none"> ▪ Ability to read situations quickly; stick with tough conversations and situation with the intention of settling disputes equitably ▪ Responding to conflict by listening, searching for common ground and gaining cooperation with minimal friction
Developing Direct Reports	<ul style="list-style-type: none"> ▪ Demonstrated focus on developing direct reports by providing challenging tasks and stretch assignments, and encouraging people to accept them ▪ Holds frequent development discussions with direct reports, is aware of their career goals, and treats direct reports in a fair and equitable manner

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