

**POSITION DESCRIPTION – JUNE 2020**


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**POSITION TITLE:** Project Manager, New Tax Information System (NTIS) Project

**POSITION NUMBER:** L1-010

**LOCATION:** FRCS Head Office, Suva

**REPORTS TO:** Chief Information Officer

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**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**

This is a specialist role on a fixed 18month term, created for the sole purpose of implementing the remaining phases of the NTIS project. FRCS is implementing a new online tax information system to replace its legacy in-house system. The NTIS project will transform the way FRCS performs its tax administration services and interaction with customers through its new SAP platform and online portal. It impacts our customers, staff, processes, policies and technology. Managing this change effectively is critical. The Project Manager will be accountable for the delivery of key project milestones, vendor management, and transitioning the project into business-as-usual. Past experience in managing projects of a similar scale is essential. This must be complemented with robust skills in stakeholder engagement, communication and political savviness as the role will interact with several stakeholders with different expectations.

**ACCOUNTABILITIES**

KEY RESULTS AREAS	KEY ACCOUNTABILITIES
<b>Implementation of project milestones</b>	<ul style="list-style-type: none"> <li>▪ Manage implementation of project milestones</li> <li>▪ Implement appropriate methods to keep delivery on track</li> <li>▪ Provide regular progress and advisory reports to the project governance group that highlight performance, risks, costs, etc.</li> <li>▪ Manage the project team deliverables</li> </ul>
<b>Project planning &amp; Change control</b>	<ul style="list-style-type: none"> <li>▪ Work with the vendor to regularly review &amp; keep project plans updated</li> <li>▪ Develop additional plans, checklists &amp; templates as needed to improve the standard of managing &amp; reporting team &amp; project performance</li> <li>▪ Introduce techniques to mitigate project control &amp; scope change risks</li> <li>▪ Regularly check project compliance against vendor contracts, highlighting opportunities for improvement as needed</li> </ul>
<b>Project risk &amp; financial management</b>	<ul style="list-style-type: none"> <li>▪ Monitor the project risk (RAID) log</li> <li>▪ Work with various stakeholders to ensure risks are treated in a timely manner</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Introduce quality assurance techniques that improve risk management</li> <li>▪ Manage the project budget and provide regular budget expenditure reports</li> <li>▪ Document project discussions, sign-offs, decisions, etc. and ensure this is filed in a timely manner, in a dedicated repository</li> </ul>
<b>Change management</b>	<ul style="list-style-type: none"> <li>▪ Collaborate with key teams/resources who are responsible for implementing change management activities</li> <li>▪ Align project plans and status reports as needed to reflect the change activities</li> </ul>
<b>Stakeholder management</b>	<ul style="list-style-type: none"> <li>▪ Work closely with the Project Governance group to manage stakeholder interactions</li> <li>▪ Regularly review the stakeholder engagement plan and implement new strategies as needed, to increase engagement level</li> </ul>
<b>Health, Safety, and Wellness</b>	<ul style="list-style-type: none"> <li>▪ Champion high standards of Health, Safety and Wellness</li> <li>▪ Ensure compliance to relevant Occupational Health, and Safety (OHS) obligations and that relevant policies are understood, followed and implemented by the project team</li> </ul>

**DELEGATIONS**

As may be delegated by CIO/CEO from time to time.

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**PERSON SPECIFICATION**

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**ESSENTIAL** At least 10years experience managing information system/business improvement projects of a similar scale and complexity  
Working knowledge of SAP systems and/or large enterprise systems  
Demonstrated capability in critical thinking and exercising good judgment  
Demonstrated strong interpersonal and people leadership skills

**DESIRABLE** Holds a valid professional certificate from the Project Management Institute (PMI) or similar internationally recognized body  
Experience working in the public or financial sectors

**PERFORMANCE COMPETENCY INDICATORS**

As a leader 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 Information 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
<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> <li>▪ Successfully rallies support for the vision; makes it shareable by everyone and inspires everyone to move forwards</li> </ul>

<p><b>Strategic Agility &amp; Innovation Management</b></p>	<ul style="list-style-type: none"> <li>▪ Is future orientated and is able to articulate a credible picture and vision for the future including possibilities and likelihood, and breakthrough strategies/plans</li> <li>▪ Fosters innovation at work, has good judgement about which creative ideas and suggestions will work in reality and is able to effectively implement ideas</li> </ul>
<p><b>Dealing With Ambiguity &amp; Conceptual Thinking</b></p>	<ul style="list-style-type: none"> <li>▪ Copes effectively with change, can act without having the total picture and can comfortably handle risk and uncertainty</li> <li>▪ 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</li> </ul>
<p><b>Drive For Results</b></p>	<ul style="list-style-type: none"> <li>▪ Can be counted on to successfully exceed goals and expectations by consistently being a top performer, continually pushing themselves and others for results</li> </ul>
<p><b>Decision Quality</b></p>	<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>
<p><b>Political Savvy</b></p>	<ul style="list-style-type: none"> <li>▪ Can navigate through complex political and organizational situations effectively, quietly and with integrity</li> <li>▪ Can efficiently anticipate where roadblocks are likely to be and appropriately circumnavigate them</li> </ul>
<p><b>Delegation</b></p>	<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>Conflict Management</b></p>	<ul style="list-style-type: none"> <li>▪ Ability to read situations quickly; stick with tough conversations and situation with the intention of settling disputes equitably</li> <li>▪ Responding to conflict by listening, searching for common ground and gaining cooperation with minimal friction</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, is aware of their career goals, and treats direct reports in a fair and equitable manner</li> </ul>

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