

POSITION DESCRIPTION – SEPTEMBER 2022

POSITION TITLE: TECHNOLOGY PROGRAM OFFICER
LOCATION: FRCS HEAD OFFICE, SUVA
REPORTS TO: CHIEF INFORMATION OFFICER

THE ORGANIZATION

The Fiji Revenue & Customs Service (FRCS) is a statutory authority 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

As FRCS strives to achieve its Vision of being ‘World Class’, the strategic focus shifts to four main areas of Partnership, Legislation & Process, People, and Technology. The Program Officer plays a key role in managing enterprise projects. With a strong focus on business development, project and change management, this dynamic role is expected to manage a multitude of projects, introduce best practice standards that aligns with the FRCS Enterprise Transformation Framework, and supports valued FRCS services. The Program Officer works closely with the IT team to manage the delivery of IT projects and is a key link integrating technical and business requirements. The Program Officer must be a dynamic individual with strong communication skills, able to work across multi-functional areas and contribute quality advice in the process.

ACCOUNTABILITIES

KEY RESULTS AREAS	KEY ACCOUNTABILITIES
Robust Project Management	<ul style="list-style-type: none"> ▪ Is responsible for defining, documenting and completing enterprise projects assigned to the team using best practice standards such as Prince2 Agile or PMBOK ▪ Plan, directs and coordinates activities from the Project Initiation stage to the Close-out stage ▪ Monitors compliance with contractual arrangements & proactively takes steps to mitigate contract risks or non-compliance ▪ Provides regular and comprehensive progress reports to the CIO and recommends changes where necessary if this improves quality of delivery or reduces risk
Effective Change Management	<ul style="list-style-type: none"> ▪ Incorporate best practice change management standards such as ADKAR into the overall project and business readiness plans ▪ Develop indicators to determine the readiness level of business users and implement action plans to address gaps ▪ Assist users adapt to the transition process during project implementation ▪ Monitor & regularly communicate progress to various stakeholders
Business Process Improvements	<ul style="list-style-type: none"> ▪ Works with key stakeholders to design and test new or updated processes with a focus on improving efficiencies, quality outputs, etc.

	<ul style="list-style-type: none"> Develop and present analysis reports to key stakeholders taking a holistic approach that incorporates project and change management principles
Business Development	<ul style="list-style-type: none"> Collaborate with key stakeholders for relevant research, conduct of feasibility studies, requirements gathering and in-depth analysis that support the business case for new technology
Stakeholder Management	<ul style="list-style-type: none"> Establish a robust network with stakeholders that enable effective communication and collaboration on various change initiatives Engage and influence key business partners to ensure technology & new initiatives delivers the desired business outcomes
Risk Management	<ul style="list-style-type: none"> Provide mitigating strategies for program and project risks where this role is held accountable Work in partnership with the leadership team to address risks arising from the implementation of change initiatives
Health, Safety, and Wellness	<ul style="list-style-type: none"> Ensure compliance with relevant Occupational Health and Safety (OHS) obligations Support and participate in health, safety and wellness initiatives

DELEGATIONS

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

Staff numbers: Direct reports – TBD

PERSON SPECIFICATION

ESSENTIAL bachelor's degree in relevant field
A proven record of managing projects in a complex environment

DESIRABLE Advanced Degree & technical certifications in relevant field
Knowledge and experience of FRCS business and customer base.

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 monthly 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 monthly to the Chief Information Officer on your leadership performance measured against the competencies for your role. These are set out below.

NB: These may change once the FRCS Leadership Competencies are finalized.

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 forward Mentors and coaches direct reports and extends this to other staff who need this
STRATEGY AGILITY	<ul style="list-style-type: none"> Is future oriented and is able to articulate a credible picture and vision for the future including possibilities and likelihood, and breakthrough strategies/plans

<p style="text-align: center;">PROCESS MANAGEMENT</p>	<ul style="list-style-type: none"> ▪ Consistently good at identifying the necessary processes, and organising the right people to get things done ▪ Knows what to measure and how to measure so that complex processes can be refined and more can be achieved with fewer resources ▪ 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
<p style="text-align: center;">DECISION QUALITY</p>	<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 delegation and area of responsibilities
<p style="text-align: center;">DELEGATION</p>	<ul style="list-style-type: none"> ▪ Delegate tasks and responsibilities 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
<p style="text-align: center;">MANAGERIAL COURAGE</p>	<ul style="list-style-type: none"> ▪ Is direct and honest in communication with others by providing timely, complete and “actionable” feedback (positive and critical) ▪ Takes a tough stand and faces up to problems with any person or in any situation when necessary
<p style="text-align: center;">PRESENTATION & COMMUNICATION SKILLS</p>	<ul style="list-style-type: none"> ▪ Effectively presents to a variety of audiences ▪ Commands attention and can read the audience, adjusting approach as needed ▪ Attempts to understand different interactive styles and adjust approach accordingly
<p style="text-align: center;">LISTENING</p>	<ul style="list-style-type: none"> ▪ Consistently practices attentive and active listening and demonstrates an ability to accurately reflect the opinions of others even when he/she disagrees
<p style="text-align: center;">DEVELOPING DIRECT REPORTS</p>	<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
<p style="text-align: center;">SELF DEVELOPMENT</p>	<ul style="list-style-type: none"> ▪ Is personally committed to and actively works to continuously improve self ▪ Understands that different situations may call for different skills and approaches, works to strengths and compensates for weaknesses. ▪ A role model committed to measuring self against the 5 traits of exemplary leadership

TECHNOLOGY PROGRAM OFFICER - Position Description September 2022
