



POSITION DESCRIPTION – JANUARY 2023

POSITION TITLE: HR Business Partner

LOCATION: FRCS Head Office, Suva

REPORTS TO: Team Leader Recruitment

THE ORGANIZATION

The Fiji Revenue & Customs Service (FRCS) is a statutory Service established under the FRCA 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

A HR Business Partner is responsible for proactively working in partnership with allocated leaders to identify and action continuous people management, productivity, Recruitment, and customer service improvements, providing quality research, analysis, and options. Responsibilities include proactively supporting leaders through the provision of sound advice, coaching and application of HR policies and procedures adopting world-class HR practices.

As a member of the HR Services Team, the role contributes to the achievement of our Vision.

ACCOUNTABILITIES

KEY RESULTS AREAS	KEY ACCOUNTABILITIES
HR Services	<ul style="list-style-type: none"> ▪ Provide high quality timely accurate and relevant HR analytics and convert these to useful information. ▪ Be knowledgeable and proactive in partnering with leaders in your area of responsibility to identify and action effective workplace utilization based on information and analysis. ▪ Assist with identification and forecasting of trends and options for addressing operational issues and continuous improvement ▪ HR Services Teamwork Contribute to the on-going development and implementation of capability and culture organizational strategy aligned to achievement of FRCS Vision ▪ Support the design, development, and implementation practical resources and tools that support operational leaders to implement a positive leadership approach across FRCS ▪ Promote sound H&S practices, wellness initiatives, and HR Services.
Support Advisory on HR Services and Initiatives	<ul style="list-style-type: none"> ▪ Produce HR data analysis and reports as required ensuring high quality easy to understand presentation ▪ Work in partnership with colleagues and leaders to implement, analyze, and disseminate survey results on a range of topics

	<ul style="list-style-type: none"> ▪ Work in partnership with PCC colleagues to provide research and analysis on a range of organizational and people capability initiatives linking HR data to operational data to identify options and solutions ▪ Provide input to productivity initiatives ensuring alignment with people capability and culture approach and initiatives Support leaders in addressing business challenges and optimizing sourcing and recruitment processes through data management and analysis ▪ Provide quality advice to Finance on payroll matters ▪ Liaise with vendor to provide quality support for Pay Global
Employment, Performance & Review Frameworks and Initiatives	<ul style="list-style-type: none"> ▪ Develop standard and ad hoc reports, templates, dashboards, scorecards and metrics to support strategic decision making among PCC leaders Ensure data integrity, perform data audits and produce quality data analytics and reports
Culture Promotion, Monitoring and Reporting	<ul style="list-style-type: none"> ▪ Assist with monitoring and evaluating organizational development initiatives and ensure fit-for-purpose adjustments are made to ensure acceleration of the HR Services strategy
Partnerships and Customer Service	<ul style="list-style-type: none"> ▪ Ensure that the highest standards of internal and external customer service are consistently delivered by your Team ▪ Across HR Services ensure the highest standards of internal customer service standards
Stakeholder Management	<ul style="list-style-type: none"> ▪ Maintaining data integrity, running reports, providing data analysis and drawing conclusions from data trends to support PCC strategies
HR Services Support Team	<ul style="list-style-type: none"> ▪ Generate reports, conduct data analysis and provide meaningful insight to PCC partners for use in making informed decisions Assist with identification of people and organizational risks, in your area of responsibilities, ensure mitigation strategies are in place and as appropriate, action taken to minimize any actual or potential impact ▪ Support HR Services with initiatives to have an up-to-date risk management framework is in place linked to FRCS risk management strategies
Risk Management and Security	<ul style="list-style-type: none"> ▪ Support HR Services with initiatives to have an up-to-date risk management framework is in place linked to FRCS risk management strategies
Health, Safety, and Wellness	<ul style="list-style-type: none"> ▪ Understand and implement your leader's responsibilities and accountabilities with regards to Health Safety and Well-being. ▪ Manage the Health & Safety Officer reporting under you and flag all incidents and reporting with DPF and Ministry of Employment, Productivity and Industrial Relations. ▪ Accurate and timely workforce analytics, wellness, health & safety monitoring, reporting and forecasting through the use of an Incident and H&S register. ▪ Arrange for employee counselling as and when required when managing employee grievances and disciplinary matters

DELEGATIONS:

As delegated by Team Leader Recruitment and Manager People, Capability and Culture when required.

PERSON SPECIFICATION

ESSENTIAL

- Bachelor's Degree in human resources, business administration or related field with at least 3 years' experience in the provision of HR services.

DESIREABLE

- Experience in robust analytical and problem-solving skills with the ability to identify problems, draw conclusions and recommend solutions
- Some knowledge and proficiency in FRCS business and customer base.

PERFORMANCE COMPETENCY INDICATORS

As the HR Business Partner 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 Team Leader Recruitment on progress and provide mitigation strategies and timelines where agreed criteria are at risk of non-achievement.
- **Employee competencies** – you report quarterly on your facilitation performance measured against the competencies for your role. These are set out below.

COMPETENCY	COMPETENCY DESCRIPTOR
Process Management	<ul style="list-style-type: none"> • Consistently good at identifying the necessary processes, and organizing the right people to get things done • Knows what to measure and how to measure is so that complex processes can be refined and more can be achieved with fewer resources • Can organize 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
Decision Quality	<ul style="list-style-type: none"> • Utilizes 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
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
Listening	<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 Demonstrates tolerance with people and processes by listening, checking and understanding information before making judgements or acting
Courage Conversation	<ul style="list-style-type: none"> • Is direct and honest in their communication with other by providing timely, complete and "actionable" feedback (positive and critical) 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
Intellectual Horsepower	<ul style="list-style-type: none"> Is bright and intelligent, and deals with concepts, decision and complex information or situations in an efficient manner Is intellectually sharp, capable and agile; and is mentally flexible and patient with process, and the ideas of others
Problem Solving	<ul style="list-style-type: none"> Uses rigorous logic and methods for recognizing and solving difficult and/or hidden problems by providing effective solutions; and looks broadly for answers and searching beyond obvious answers for the best solutions. Conducts high quality and honest analysis of information and data to aid in problem solving
Self-Development	<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 compensate for weaknesses.

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