



## POSITION DESCRIPTION – JANUARY 2023

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**POSITION TITLE:** Team Leader Technical Capability

**LOCATION:** FRCS Head Office, Suva

**REPORTS TO:** Manager People Capability & Culture

### THE ORGANIZATION

The Fiji Revenue and 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 Team Leader Technical Capability is responsible for supporting leaders through the provision of identifying training and development needs with initiatives of on-going technical training and qualification across FRCS. Responsibilities including working in partnership with business leaders to implement and evaluate training induction, assessment, and expand training and development programmes based on the needs of FRCS and the individual. Ensuring training development and implementation is aligned to the good practice multi-channel methodologies, leveraging external sources such as WCO, PITTA, and other accredited agencies.

As a key member of the People Capability & Culture Leadership Team the role contributes to the achievement of our Vision.

### ACCOUNTABILITIES

KEY RESULTS AREAS	KEY ACCOUNTABILITIES
<p><b>Technical Training &amp; Technical Competency Frameworks</b></p>	<ul style="list-style-type: none"> <li>• Work in partnership with operational leaders to implement the technical qualifications framework</li> <li>• Effectively conduct TNA and prepare annual training calendar coordination of Training budget based on organisational plans</li> <li>• Identify, design, develop and deliver training needs including training required to meet changes; up skilling and refresher training for existing employees;</li> <li>• Support development of the workforce and succession planning;</li> <li>• Produce local training plans to support the strategic business activity;</li> <li>• Monitoring the effectiveness of training, ensuring training targets are met and that learning is being transferred from the classroom to the business</li> <li>• Design and deliver technical training, utilizing subject matter</li> </ul>

	<p>experts and ensuring innovative learning delivery methodologies and effective measures for learning outcomes are in place</p> <ul style="list-style-type: none"> <li>• Liaise with FNU and submit required documents as per the deadlines for training plans and assessments</li> <li>• Support MPC with the coordination of initial posting of employees ensuring capability is aligned with operational requirements and that initial performance and development plans are in place</li> <li>• Work closely with business unit leaders and deliver assessment opportunities for employee's technical career and enhance FRCS's reputation</li> <li>• Work together with the business units in getting the training KPI's reviewed and updated.</li> <li>•</li> </ul>
<p><b>Training Implementation and Evaluation</b></p>	<ul style="list-style-type: none"> <li>• Administer expression of interest, assess candidates and seek endorsement</li> <li>• Proactively deliver training materials to suit training needs and target audience</li> <li>• Evaluate the cost of planned programmes ensuring it is within the budget and assessing the return of investment of any training or development across FRCS</li> <li>• Proactively monitor proper management of selected external training and accreditation bodies, agencies to deliver required training to appropriate standards</li> <li>• Ensure training database is updated daily and Back to office Reports are evaluated to provide recommendations on training effectiveness to MPCC &amp; DPCC</li> </ul>
<p><b>Culture Promotion, Monitoring, Reporting &amp; Initiatives</b></p>	<ul style="list-style-type: none"> <li>• Support MPCC to analyse survey and other data and incorporate development and remedial strategies into culture initiatives</li> <li>• Monitor and evaluate organisational development initiatives and ensure fit-for-purpose adjustments are made to ensure acceleration of the People Capability &amp; Culture strategy</li> </ul>

<p><b>Partnerships and Customer Service</b></p>	<ul style="list-style-type: none"> <li>• Work closely with operational leaders and colleagues in People Capability &amp; Culture to support the development of a workforce that is capable, adaptable, agile, with a focus on promoting a career in FRCS and an employer of choice</li> <li>• Ensure that the highest standards of internal and external customer service is consistently delivered by your Team</li> </ul>
<p><b>Stakeholder Management</b></p>	<ul style="list-style-type: none"> <li>• Work closely with business unit leaders and design assessment opportunities for employee's technical career and enhance FRCS's reputation</li> <li>• Collaborate with other agencies and education providers to ensure a whole of government approach to workforce development is supported</li> </ul>
<p><b>People Capability &amp; Culture Leadership Team</b></p>	<ul style="list-style-type: none"> <li>• Actively participate in the Team, contributing to the strategic thinking and development of the business unit and FRCS, having courageous conversations when needed, and modelling positive leadership and integrity in all activities and interactions both internally and externally</li> <li>• Exercise the highest standards of fiscal financial and asset management within own area of responsibility and support colleagues and the Director in effective and judicious stewardship of the budget and financial management of P&amp;F</li> </ul>
<p><b>Risk Management and Security</b></p>	<ul style="list-style-type: none"> <li>• Identify people and organizational risks, in your area of responsibilities, ensure mitigation strategies are in place and as appropriate, action taken to minimise any actual or potential impact</li> <li>• Support People Capability &amp; Culture with ensuring an up-to-date risk management framework is in place linked to FRCS risk management strategies</li> </ul>
<p><b>Health, Safety, and Wellness</b></p>	<ul style="list-style-type: none"> <li>• Champion high standards of Health, Safety and Wellness across FRCS incorporating components into development initiatives where appropriate</li> <li>• Understand and implement your leader responsibilities and Health, Safety, and Wellness</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure compliance to relevant Occupational Health, and Safety</li> <li>• (OHS) obligations and support of health, safety and wellness initiatives are supported and that relevant policies are understood, followed and implemented by all employees</li> </ul>
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**DELEGATIONS:**

As delegated by Manager People Capability and Culture

**PERSON SPECIFICATION**

<b>Job Title Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Postgraduate qualification in business administration with a bachelor's degree in a relevant discipline</li> <li>• Training of trainer's module 1-4</li> <li>• Valid Training Officer Certification</li> </ul>	<ul style="list-style-type: none"> <li>• Postgraduate in relevant field.</li> </ul>
<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> <li>• Excellent public speaking knowledge</li> </ul>	
<b>Previous Experience</b>	<ul style="list-style-type: none"> <li>• Extensive experience in People training &amp; development, Coaching, with experience in managing teams will be at an advantage. Knowledge of Fiji Business Excellence Awards and quality Circles.</li> </ul>	
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Effective Communicator</li> <li>• High Achiever</li> <li>• Integrity</li> <li>• Holistic Thinker</li> <li>• Initiative</li> <li>• Energetic</li> <li>• Financial Savy</li> </ul>	

**PERFORMANCE COMPETENCY INDICATORS**

As the Team Leader Technical Capability 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 MPCC on progress and provide mitigation strategies and timelines where agreed criteria are at risk of non-achievement.
- **Employee competencies** – you report quarterly to MPCC on your 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>
<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 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>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>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>
<b>Building Effective Teams</b>	<ul style="list-style-type: none"> <li>• Sets and models high standards of performance and behaviours ensures and maintains a work place environment that reflects these standards, that enables productivity, integrity, and innovation, and respects diversity</li> </ul>
<b>Managerial Courage</b>	<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>
<b>Presentation Skills</b>	<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>
<b>Listening</b>	<ul style="list-style-type: none"> <li>• Delegates’ Consistently practices attentive and active listening and demonstrates an ability to accurately reflect the opinions of others even when he/she disagrees</li> <li>• Demonstrates tolerance with people and processes by listening, checking and understanding information before making judgements or acting</li> </ul>

<b>Developing Direct Reports</b>	<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>
<b>Self-Development</b>	<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>

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