

POSITION DESCRIPTION – March 2023

POSITION TITLE: **Communications Associate**

LOCATION: **FRCS Head Office, Suva**

REPORTS TO: **Manager Corporate Communications**

THE ORGANIZATION

The Fiji Revenue and 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 authority 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 Communications Associate will be responsible for providing support to Corporate Communications. The role will be responsible for a broad range of duties related to content and messaging. The role will be required to collaborate with other teams and stakeholders to develop communications goals and a messaging strategy, and then identify the best tactics to deliver that information with the aim to educate, inform, and motivate the audience while supporting FRCS’s communications objectives.

ACCOUNTABILITIES

KEY RESULTS AREAS	KEY ACCOUNTABILITIES
<p style="text-align: center;">Provide Communications Support</p>	<ul style="list-style-type: none"> • Ensure to provide proactive support to Corporate Communications team in terms of work related to corporate communications. • Assist in planning and implementing communications strategies. • Write, edit, and distribute content, including publications, press releases, website content, annual reports, speeches, and other marketing material that communicates the organization's activities, products and/or services. • Respond to media inquiries, arrange interviews, and act as a spokesperson for the organization. • Establish and maintain effective relationships with journalists and maintain a media database. • Manage FRCS website and digital platforms. • Manage internal communications through intranet and other mediums. • Engage stakeholders through presentations at meetings, events for FRCS and programs • Writing and developing of publications including brochures/ flyers/ posters/newsleter.

<p>Team Initiatives</p>	<ul style="list-style-type: none"> • Work with the Corporate Communications team for initiatives that will add value to the team and organization • Ensure to consistently follow up on red flag timeline and provide opportunities to ask questions and seek clarification, of any delays to meet work activity deadlines • Identify existing barriers to the effective engagement of our key stakeholders and develop communication and engagement initiatives that enable increase stakeholder satisfaction • Event Coordination for tax stakeholder engagement awareness/training /workshops
<p>Team Administrative Support</p>	<ul style="list-style-type: none"> • Ensure to support the team managers in schedule meetings and facilitate travel and accommodation or meeting logistics for the team • Identify and where possible, understand stakeholder issues, interest, aspirations and concerns to better define what matter most. • Other tasks as assigned by managers and or Director Corporate
<p>Partnerships and Customers</p>	<ul style="list-style-type: none"> • Ensure that the highest standards of internal and external customer service are consistently delivered by your Team. • Maintain stakeholder relationships once established through regular communication activities as identified with each stakeholder • Responsible for school's program and work program • Rural visits, report back & business improvement
<p>Risk Management and Security</p>	<ul style="list-style-type: none"> • 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 minimise any actual or potential impact. • Contribute to ensuring that core terms and conditions are managed, key relationships are maintained and opportunities for enhancement are identified. • Support Objections Review Team with initiatives to have an up-to-date risk management framework in place linked to FRCS risk management strategies.
<p>Health, Safety, and Wellness</p>	<ul style="list-style-type: none"> • Promote and support initiatives for high standards of Health, Safety and Wellness across FRCS. • Understand and implement your responsibilities and accountabilities with regards to Health Safety and Well-being. • Promote compliance with relevant Occupational Health, and Safety (OHS) obligations and support of health, safety and wellness initiatives .

DELEGATIONS:

As may be delegated from time to time for specific tasks.

PERSON SPECIFICATION

ESSENTIAL**Bachelor's degree in communications, journalism, English or related field.****Minimum of 2 years' relevant experience in a communications role.**

- Excellent verbal, written, and interpersonal skills.
- Good time management and organizational skills.
- Demonstrated skill in proactively building relationships with reporters and editors, and in successfully positioning issues with the media to achieve high impact placements.
- Excellent interpersonal skills, ability to listen well and positively represent the organization and its mission.
- Proficient in Microsoft Office, content management systems, and social media platforms.

DESIRABLE**Knowledge of desktop publishing software (InDesign/Photoshop).****PERFORMANCE COMPETENCY INDICATORS**

As a Communications Associate, your performance is measured through two criteria:

- **Performance outcome criteria** for your area of responsibility. These are agreed and reviewed annually. You report weekly/monthly/annually Manager Corporate Communications on progress, and provide mitigation strategies and timelines where agreed criteria are at risk of non-achievement.
- **Employee competencies** - you report to the Manager Corporate Communications on your performance measured against the competencies for your role. These are set out below.

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

COMPETENCY	COMPETENCY DESCRIPTOR
Manages Complexity	Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems.
Drives Results	Consistently achieving results, even under tough circumstances.
Interpersonal Savvy	Relating openly and comfortably with diverse groups of people.
Values Differences	Recognising the value that different perspectives and cultures bring to an organisation.
Instils Trust	Gaining the confidence and trust of others through honesty, integrity and sincerity.
Self-Development	Actively seeking new ways to grow and be challenged, using both formal and informal development channels.
Being Resilient	Rebounding from setbacks and adversity when facing difficult situations.
Plans And Aligns	Planning and prioritising work to meet commitments aligned with organisational goals.
Ensures Accountability	Holding oneself and others accountable for meeting commitments.

Builds Effective Team	Building strong-identify teams that apply their diverse skills and perspectives to achieve common goals.
Manages Ambiguity	Operating effectively, even when things are not certain or the way forward is not clear.
Situational Adaptability	Adapting approach and demeanour in real time to match the shifting demands of different situations.

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