

POSITION DESCRIPTION – APRIL 2023

POSITION TITLE: HR Administrative Assistant

LOCATION: FRCS Head Office, Suva

REPORTS TO: Team Leader Recruitment

THE ORGANIZATION

The Fiji Revenue and 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 Administrative Assistant is responsible for supporting the HR Services in the recruiting process, compliance process, analysing employee turnover and retention, organizing, and scheduling orientations and coordinating other functions such as training and development. Responsibilities include providing administration support preparation of documents, spreadsheet, and templates to support provision of HR Services.

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

ACCOUNTABILITIES

KEY RESULTS AREAS	KEY ACCOUNTABILITIES
Provision of Administrative Services	<ul style="list-style-type: none"> ▪ Ensuring vacant positions are posted on internal and external career sites. ▪ Managing and responding to all incoming applications and screen applications in accordance with the Matrix criteria ▪ Facilitate timely interview processes and ensure to liaise with management relating to interview panels. ▪ Ensure to monitor staff retirement period and assist in the retirement functions. ▪ General administrative housekeeping to include, filing and updating trackers
Coordination Facilitation Services	<ul style="list-style-type: none"> ▪ Proactively work with leaders to organise interviews for short listed applicant, arranging the interview date, panel, rooms, and interview programme ▪ Provide support on-boarding to new employees implementing the Induction Package program, monitor employee's probation and apply HR Services recruiting best practices
Partnerships and Customer Service	<ul style="list-style-type: none"> ▪ Work closely with colleagues in HR Services to support the development of a workforce that is capable, adaptable, agile, with a focus on promoting a career in FRCS.

	<ul style="list-style-type: none"> Ensure that the highest standards of internal and external customer service is consistently delivered by your Team
Relationship Management and Initiatives	<ul style="list-style-type: none"> Contribute to a strong on-going partnership approach to providing consultation and assistance during the recruitment process to leaders across FRCS. Proactively provide guidance ensuring all aspects of the recruitment process are fair and unbiased and in compliance with affirmative action and equal opportunity laws
HR Services Support Team	<ul style="list-style-type: none"> 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 facilitation and integrity values in all activities and interactions both internally and externally Exercise the highest standards of fiscal financial and asset management within own area of responsibility and support colleagues in the effective stewardship of the budget and financial management of HR Services
Risk Management and Security	<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 Support HR Services with initiatives to have an up-to-date risk management framework in place linked to FRCS risk management strategies
Health, Safety, and Wellness	<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 by TLR from time to time.

PERSON SPECIFICATION

ESSENTIAL

Diploma or higher in Management, Human Resources Management, or relevant field

2 years or more experience in administration.

Excellent work, excel and power point skills.

PERFORMANCE COMPETENCY INDICATORS

As a HR Coordinator in HR Services, 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 organising 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 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
Decision Quality	<ul style="list-style-type: none"> ▪ Utilises a mixture of analysis, wisdom, experience, and judgement to make high quality, timely decisions, and produce ideas and solutions which are accurate. ▪ Assist others to make decisions by giving advice and offering solutions and can use his/her time efficiently to make effective decisions even when information is complex, or there are time pressures.
Drive For Results	<ul style="list-style-type: none"> ▪ Can be counted on to successfully exceed goals and expectations by consistently be 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 recognising 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 compensates for weaknesses.

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