

**POSITION DESCRIPTION – APRIL 2023**


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**POSITION TITLE:** Technical Support Officer – TIPU/ ORT

**LOCATION:** FRCS Head Office, Suva

**REPORTS TO:** Manager Legal & Team Leader Legal Commerce & Technical

**THE ORGANIZATION**

The Fiji Revenue & 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**

As a key member of the Corporate Team this is an technical administrative support role to the Objection Review Team Technical and Interpretation Procedures Unit (TIPU) teams This position is crucial in providing administrative support for Binding Rulings , SIGs and Opinion/ Advice which are key deliverables of TIPU in support of voluntary compliance

**ACCOUNTABILITIES**

KEY RESULTS AREAS	KEY ACCOUNTABILITIES
<p><b>Preparation, Documentation and Reporting</b></p>	<ul style="list-style-type: none"> <li>• Provide administrative support for Objection Review Team and Technical Interpretation and Procedures Unit Team</li> <li>• Provide administrative support for Binding Ruling Regime and SIGs</li> <li>• Arranging consultation meetings with internal and external stakeholders to identify new subject material for the SIGs and Ruling programme;</li> <li>• Monitoring of action items arising from weekly meetings</li> <li>• Assist in compilation of reports.</li> <li>• Monitoring referrals (emails/correspondence) ensuring timely response</li> <li>• Receiving, logging and acknowledging written proposals for new SIGs and rulings;</li> <li>• Categorisation of consultees’ proposals for new SIGs and rulings by tax type, and disseminating these to the appropriate TIPU team member for consideration;</li> </ul>

	<ul style="list-style-type: none"> <li>• Maintaining a calendar for preparation of the annual SIG and rulings programme and ensuring that team members are aware of delivery deadlines;</li> <li>• Pre-publication preparation of the agreed programme, and liaison with FRCS Communications Department over: presentation of the programme in line with the FRCS “brand”; and, publicity for the finished document;</li> <li>• Liaison with FRCS IT Department regarding presentation of the annual programme on the FRCS website;</li> <li>• Notifying stakeholders that the programme has been published; Setting dates for the start and end of consultations on draft rulings, following TIPU guidelines</li> <li>• Logging and acknowledging feedback from stakeholders and passing to the appropriate member of technical staff;</li> </ul>
<p style="text-align: center;"><b>Stakeholder Management</b></p>	<ul style="list-style-type: none"> <li>• First point of contact for internal and external stakeholders in respect of all (non-technical) procedural enquiries, for example:</li> <li>• Logging and allocating correspondence or calls received, and ensuring that reply deadlines are not missed (or if delay is unavoidable, advising correspondents of the reason for that and likely reply date;</li> </ul>
<p style="text-align: center;"><b>Non-technical support in the preparation and publication of rulings</b></p>	<ol style="list-style-type: none"> <li>a. Provide Governance Support for board action items</li> <li>b. Provide administration support for Special Projects</li> <li>c. Legal coordination of litigation cases in court</li> <li>d. Quality audit of cases during and post litigation</li> <li>e. administration of litigation and legislative work flow</li> <li>f. monitoring for all legal work</li> <li>g. Allocation of unique registered numbers for topics on which SIGs and rulings are to be drafted and published</li> <li>h. Logging, unique referencing and keyword entry of particular projects</li> <li>i. Obtaining relevant past papers or published research documents on behalf of team members</li> <li>j. Liaison with other offices within FRCS to obtain relevant files and other papers relevant to the unit’s work</li> <li>k. Maintenance of the annual programme for publishing SIGs and rulings</li> <li>l. Setting dates for the start and end of consultations on draft rulings, following TIPU guidelines</li> <li>m. Logging and acknowledging feedback from stakeholders and passing to the appropriate member of technical staff;</li> <li>n. Liaising with IT Department to update the website version of the published Monitoring the progress of preparation of individual SIG and rulings and updating the annual programme plan on a monthly basis; programme plan;</li> <li>o. Proof reading SIGs and rulings in the final, pre-approval draft state;</li> <li>p. Liaison with CEO’s office regarding submission of SIGs and rulings for approval;</li> <li>q. Liaison with publishers of the Official Gazette to facilitate the publication of approved rulings;</li> </ol>

	<ul style="list-style-type: none"> <li>r. Liaising with IT Department to ensure publication on the FRCS website of approved rulings and SIGs, following notification on the Official Gazette;</li> <li>s. Where exceptionally published rulings are to be withdrawn, following the requirements in g. to j. above in relation to those rulings</li> <li>t. Collaborating with FRCS communications unit with regard to timetable and other matters related to the publication of ruling</li> <li>u.</li> </ul>
<b>General administrative support for TIPU</b>	<ul style="list-style-type: none"> <li>▪ Preparation of regular management reports;</li> <li>▪ Logistical support and facilities (including liaison with IT Department in the event of equipment malfunction);</li> <li>▪ Maintenance of TIPU records, ;</li> <li>▪ Other duties as determined by Team Leader Legal, Commerce and Technical</li> </ul>
<b>General administrative support for Legal</b>	<ul style="list-style-type: none"> <li>• Monitoring ORT and TIPU turnaround time</li> <li>• Other duties as determined by Manager Legal Commerce and Technical Ruling</li> </ul>
<b>Risk Management and Security</b>	<ul style="list-style-type: none"> <li>▪ 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</li> <li>▪ Support the team with initiatives to have an up-to-date risk management framework is in place linked to FRCS risk management strategies</li> </ul>
<b>Health, Safety, and Wellness</b>	<ul style="list-style-type: none"> <li>▪ Support initiatives for high standards of Health, Safety and Wellness across FRCS</li> <li>▪ Understand and implement your responsibilities and accountabilities with regards to Health Safety and Well-being</li> <li>▪ Ensure compliance to relevant Occupational Health, and Safety (OHS) obligations and support of health, safety and wellness initiatives and that relevant policies are understood, followed and implemented by all employees</li> </ul>

**DELEGATIONS:**

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**PERSON SPECIFICATION**

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- ESSENTIAL**                      Diploma in Administration or relevant experience of 2 to 3 years in similar role  
Qualification in a relevant discipline
- DESIRABLE**                      Experience with strong research and analytical skills with the ability to creatively translate and communicate information  
Some knowledge and proficiency in FRCS business and customer base.

**PERFORMANCE COMPETENCY INDICATORS**

As the Compliance Officer 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 Legal & Team Leader Legal Commerce & Technical 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
<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>Drive For Results</b>	<ul style="list-style-type: none"> <li>▪ Can be counted on to successfully exceed goals and expectations by consistently being a top performer, continually pushing themselves and others for results</li> </ul>
<b>Listening</b>	<ul style="list-style-type: none"> <li>▪ 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>Courage Conversation</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>Intellectual Horsepower</b>	<ul style="list-style-type: none"> <li>▪ Is bright and intelligent, and deals with concepts, decision and complex information or situations in an efficient manner</li> <li>▪ Is intellectually sharp, capable and agile; and is mentally flexible and patient with process, and the ideas of others</li> </ul>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ Conducts high quality and honest analysis of information and data to aid in problem solving</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> </ul>

	<ul style="list-style-type: none"> <li>▪ Understands that different situations may call for different skills and approaches, works to strengths and compensates for weaknesses.</li> </ul>
<p><b>Process Management</b></p>	<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>

**Compliance Officer - Position Description**

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