

**POSITION DESCRIPTION – APRIL 2023**


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**POSITION TITLE:** Facilities Assistant

**LOCATION:** FRCS Office, Lautoka/Nadia and SUVA

**REPORTS TO:** Manager Facilities

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**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**

The primary goal of a Facilities Assistant is to provide direct assistance to Property and fleet officer with, fleet management, procurement and property maintenance work.

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

**ACCOUNTABILITIES**

KEY RESULTS AREAS	KEY ACCOUNTABILITIES
<p style="text-align: center;"><b>Core Duties</b></p>	<ul style="list-style-type: none"> <li>▪ Carry out building &amp; meeting room checks on a daily basis, ensuring any issues are dealt with in a prompt and efficient manner.</li> <li>▪ Assisting the Properties and fleet officer West with office moves and other general adhoc projects.</li> <li>▪ Ordering new furniture as and when required.</li> <li>▪ Organisation of meetings: venue and welfare arrangements.</li> <li>▪ Ensure attending contractors onsite have authority to work and have provided the correct health and safety documentation to commence work. Record contractor activities onsite.</li> <li>▪ Support and assist the Property and fleet Officer West and the team with administration requirements.</li> <li>▪ Liaise with service providers and contractors to ensure regular activities are undertaken</li> <li>▪ Supervise contractors, contracts and suppliers as directed to ensure service delivery.</li> <li>▪ General health and safety duties including risk assessments, contractor monitoring.</li> <li>▪ To proactively work towards promoting a sense of pride in the facility department.</li> <li>▪ Assist with maintaining the property to an acceptable condition utilising the approved maintenance plan, cleaning, grounds &amp; waste services and security contractors respectively ensuring that the site is fully operational at all times.</li> <li>▪ To ensure that Procedures are adhered to in relation to all purchase requisitions and invoices within Facilities.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Ensure signage on site appropriate and current at all times.</li> <li>▪ Assist Properties &amp; Fleet Officer West in the development and review of policies for asset/property management in accordance with best practice methods and international accounting standards.</li> </ul>
<b>Partnerships and Customer Service</b>	<ul style="list-style-type: none"> <li>▪ Manage relationships with suppliers and other stakeholders</li> <li>▪ To answer all department emails in a timely manner and ensuring the inbox is managed correctly</li> </ul>
<b>Stakeholder Management</b>	<ul style="list-style-type: none"> <li>▪ Work closely with the Manager Facilities and Project to establish and review strategic priorities for Properties initiatives and building key partnerships within the organisation</li> </ul>
<b>Risk Management and Security</b>	<ul style="list-style-type: none"> <li>▪ Demonstrate permanent high level of security awareness, knowledge of emergency evacuation procedures as well as general Health &amp; Safety</li> </ul>
<b>Health, Safety, and Wellness</b>	<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>▪ Ensure compliance to relevant Occupational Health, and Safety (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>

#### DELEGATIONS

As may be delegated by Properties and Fleet Officer West from time to time.

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#### PERSON SPECIFICATION

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- **ESSENTIAL:** Diploma or Certificate in Property or Project, Civil/Construction, Business Administration or related field;
- At least 3 years' experience as Property related field;
- Full Driver's License - Group 2
- Genuinely passionate about partnering with operations and understanding the business.
- Work under limited supervision and be self-starter.

#### PERFORMANCE COMPETENCY INDICATORS

As a Facilities Assistant 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 Manager Facilities and Projects on progress, and provide mitigation strategies and timelines where agreed criteria are at risk of non-achievement.
- **Leadership 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</li> </ul>

	multiple activities at once and recording information and files in a useful manner
<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 performer, continually pushing themselves and others for results</li> </ul>
<b>Financial Management</b>	<ul style="list-style-type: none"> <li>▪ Considers the financial impact of business decisions, can analyse financial data, sound financial decisions based on analysis</li> </ul>
<b>Courageous 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>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>▪ 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>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> <li>▪ Understands that different situations may call for different skills and approaches, works to strengths and compensates for weaknesses.</li> </ul>

## Facilities Assistant Position Description