

**POSITION DESCRIPTION – APRIL 2023**


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**POSITION TITLE:** Project Officer

**LOCATION:** FRCS Head Office, Suva

**REPORTS TO:** Manager Facilities & Projects

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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 Projects Officer is required to provide project management and support services maintaining project documentation and implementing and monitoring project plans, to ensure project outcomes are achieved on time, on budget, to quality standards and within agreed scope and to provide timely, relevant analysis and advice to strategic policy issues and projects including through coordination of cross divisional input to assist with the analysis and coordination of the administrative, technical and commercial aspects of project process. The Project Officer is also required to assist with the efficient and compliant execution of all project activities in accordance with FRCS procurement standards and regulations and assist with the tracking of status and execution of projects.

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>▪ Contribute to the design, implementation and coordination of projects that deliver effective business unit outcomes and meet service delivery needs.</li> <li>▪ Undertake research and analysis to support the development of key projects and the improvement of processes across the organisation and ensure the use of project management methodologies and processes to allow for consistent high quality outcomes.</li> <li>▪ Manage and oversee particular aspects of projects and implementations, including developing and monitoring project plans, coordinating resources, and monitoring budgets to ensure successful project milestones are met.</li> <li>▪ Prepare a range of project-related documents for key stakeholders as required, including status updates, reports, budgets and discussion papers to manage the flow of information.</li> <li>▪ Deliver on assigned projects and processes within agreed upon deadlines and quality standards.</li> <li>▪ Liaise and work across Divisions and stakeholders to ensure effective interface between program development, planning, service design and policy implementation.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Work effectively with team members towards mutual continued development and provide feedback to each other on project work undertaken.</li> <li>▪ Seek out and actively manage key internal and external stakeholder relationships based on open and regular discussions and feedback, to ensure effective interface between program development, planning, service design and policy implementation.</li> </ul>
<b>Partnerships and Customer Service</b>	<ul style="list-style-type: none"> <li>▪ Manage relationships with suppliers and other stakeholders</li> <li>▪ Assist the team to analyse contract statistics and performance, complete tasks and implement plans to ensure agreed outcomes are achieved</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>▪ Comply with the adopted risk management framework with the officers area of responsibility</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 Manager Facilities and Projects from time to time.

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#### PERSON SPECIFICATION

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- **ESSENTIAL:** A degree Commerce/Project Management or related field.
- 5-6 years working knowledge and experience in similar role.
- Competent in using latest analytical tools related to project management.
- Genuinely passionate about partnering with operations and understanding the business.
- Work under limited supervision and be self-starter.

#### PERFORMANCE COMPETENCY INDICATORS

As a Tender Secretariat 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 Chief Finance Officer 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>

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