



POSITION DESCRIPTION – AUGUST 2023

POSITION TITLE: Compliance and Operational Coordinator

LOCATION: FRCS Head Office, Suva

REPORTS TO: Team Leader HR Compliance

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 Compliance and Operational Coordinator is responsible to examine the workplace for environment or physical factors that could affect employee health, safety, comfort, and performance. Responsibilities include analysing many types of work environments and work procedures ensuring to inspect workplaces for adherence to regulations on safety, health and the environment to promote positive health and safety culture in the workplace.

As a member of the People Capability and Culture Team, the role contributes to the achievement of our Vision.

ACCOUNTABILITIES

KEY RESULTS AREAS	KEY ACCOUNTABILITIES
<p>Workplace Safety and Health Standards</p>	<ul style="list-style-type: none"> • Work with relevant professionals to ensure the safety of worksites and work practice • Lead and assist OHS committees to identify and test work areas for potential accident and health hazards • Implement appropriate control measures to avoid risks • Lead, develop and implement occupational health and safety systems including policies, procedures and manuals • Inspect and evaluate workplace environments, equipment, and practices for compliance with health, safety standards and regulations • Coordinate Fire drills with Emergency wardens/NFA. • Assist in implementing ISO45001 (OHS Management System).
<p>OHS Support and Advice</p>	<ul style="list-style-type: none"> ▪ Work with the operation leaders to provide support and advice on OHS best practices in order to maintain “Healthy” workforce ▪ Design and implement workplace processes and procedures that help protect workers from hazardous work conditions ▪ Ensure OHS Committee work properly and effectively and produce report to Team Leader HR Compliance (TLHRC).

Monitoring and Reporting	<ul style="list-style-type: none"> ▪ Monitor to ensure staff adheres to the OHS rules and regulations to control breaches and incidents within the workplace ▪ Manage and Monitor OHS budget.
Compliance of OHS	<ul style="list-style-type: none"> ▪ Coordinate safety drills with the workplace and conduct training on variety of topics, such as emergency preparedness ▪ Proactively submit reports on OHS compliance and provide advice in line with international best practices to management and stakeholders (ACCF, Ministry of Employment etcetera) ▪ Ensure that FRCS health and safety policies and standard operating procedures are updated in a timely manner and aligned to the Health and Safety at Work Act 1996 (and all amendments thereafter) ▪ Ensure timely renewal of FRCS OHS Workplace Registrations for all ports and coordinate proper display of registrations at the ports
Development and Maintaining OHS System	<ul style="list-style-type: none"> ▪ Monitor and assess health and safety strategies in accordance with legislative and standards changes ▪ Work with operation leaders to implement new initiatives where required outcomes are not being achieved ▪ Ensure to maintain a register of accidents and injuries and provide an analysis of these to Health and Safety committee meetings on a monthly basis ▪ Encourage maximum reporting of incidents and work with operation leaders to ensure accident/incidents are openly, accurately and timely recorded and reported ▪ Ensure OHS committee operate regularly, monitor and analyze progress ▪ Manage and maintain FRCS PPE register and health and safety policy register.
Partnership and Customer Service	<ul style="list-style-type: none"> ▪ Implement the highest standards of internal customer service standard across People Capability & Culture ▪ Establish and ensure a strong on-going partnership approach to the development of frameworks, supporting initiatives, and delivery of support services to leaders across FRCS. ▪ To promote the development, monitoring and compliance of FRCS policies and procedures with the focus to promote positive work culture. ▪ Maintain proper record of matters pertaining to OHS and staff medical insurance. ▪ Maintain a good relationship with the Insurance Brokers, the Union representatives and PPE suppliers.
Risk Management and Security	<ul style="list-style-type: none"> ▪ Support PCC Team with initiatives to have an up-to-date risk management framework is in place linked to FRCS risk management strategies
Health, Safety, and Wellness	<ul style="list-style-type: none"> ▪ Understand and implement your leader's responsibilities and accountabilities with regards to Health Safety and Well-being. ▪ Manage the Health & Safety Officer reporting under you and flag all incidents and reporting with TLHRC, DPCC and Ministry of Employment, Productivity and Industrial Relations.

	<ul style="list-style-type: none"> ▪ Accurate and timely workforce analytics, wellness, health & safety monitoring, reporting and forecasting through the use of an Incident and H&S register. ▪ Arrange for employee counselling as and when required when managing employee grievances and disciplinary matters ▪ Coordinate and arrange activities for staff Fitness Wednesday program
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DELEGATIONS:

As delegation by TLHRC & DPCC as and when required.

PERSON SPECIFICATION

ESSENTIAL

- Degree in Human Resource Management or Public Administration or equivalent with at least 2 years of experience in the field of Occupational Health and Safety.
- Diploma in Occupational Health and Safety with at least 2-3 years’ experience in the field of Occupational Health and Safety.
- Completed Certificate in OHS modules 1-IV.
- Registered Training Officer with ToT’s Modules I-IV.
- Good Knowledge of OHS Act & OHS legislation of Fiji and its application.
- Good Knowledge of ACCF Legislation of Fiji and processes.
- Good knowledge of Environment Act of Fiji.
- Competent in the use of Microsoft Office
- Ability to multi-task and be flexible with assigned work schedule.
- Strong written and verbal communication skills
- Solution oriented and ability to work autonomously and proactively while maintaining a high level of integrity, confidentiality, and diplomacy

PERFORMANCE COMPETENCY INDICATORS

As the Compliance and Operational Coordinator 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 HR Compliance 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, 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 Provides coaching to others to make decisions that sit within their delegations and area of responsibilities
Drive For Results	<ul style="list-style-type: none"> Can be counted on to successfully exceed goals and expectations by consistently being 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
Presentation Skills	<ul style="list-style-type: none"> Effectively presents to a variety of audience on both uncontroversial and controversial topics Commands attention and can read the audience, adjusting their approach as needed
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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