

**POSITION DESCRIPTION – AUGUST 2023**


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**POSITION TITLE:**           **Productivity Officer**

**LOCATION:**                   **FRCS Head Office, Suva**

**REPORTS TO:**               **Team Leader**

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**THE ORGANIZATION**

The vision of the Fiji Revenue and Customs Service (FRCS) is to become a World Class Revenue Service Delivering Excellence in Revenue Collection, Border Protection, Trade and Travel Facilitation. We offer world class exposure with our affiliations with the International Monetary Fund (IMF), World Customs Organisation (WCO), The World Bank, The Organisation for Economic Co-operation and Development (OECD), Commonwealth Association of Tax Administrators (CATA) to name a few. As part of our strategy for world class performance, we are looking for suitable candidate for the position of a Productivity Practitioner which directly reports to the Productivity Change Manager.

**POSITION PURPOSE**

A Productivity practitioner is responsible for working proactively within FRCS business operations to achieve visible and measurable productivity improvements in internal and external business processes, implementation and coordination of the Organizational best practices with the aim of driving a culture of continuous improvement and service excellence. Productivity Practitioner championing and providing visible and measurable evidence of productivity enhancement outcomes, and return on investment ratios, for productivity initiatives.

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

**ACCOUNTABILITIES**

<b>KEY RESULTS AREAS</b>	<b>KEY ACCOUNTABILITIES</b>
<b>Productivity Initiative</b>	<ul style="list-style-type: none"> <li>▪ Facilitate the development of FRCS decision making by analysing performance reports with detail achievements and events throughout FRCS and external sources</li> <li>▪ Creatively expand the cross functional productivity platform to enhance the development of technology assisted processes and customer service delivery within FRCS</li> <li>▪ Develop a framework to link and support productivity enhancement initiatives into one visible work programme, with milestones and timelines</li> <li>▪ Ensuring productivity indicators and reporting mechanisms are in place, making these visible, and understandable in the workplace, so that they support productivity enhancement and measurement.</li> </ul>
<b>Preparation, Documentation and Reporting</b>	<ul style="list-style-type: none"> <li>▪ Assist Manager Productivity to prepare accurate Annual Report and half year report</li> <li>▪ Collect and analyse information which is relevant to the performance reports or achievement and accurate for reporting</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Analyse accuracy of data collected and carry out revenue analysis, chart preparation with graphs to graphically present the data information</li> <li>▪ Compile and formulate written articles with data information which is accurate, presentable and comprehensible</li> </ul>
<b>Performance Management and Best Practice</b>	<ul style="list-style-type: none"> <li>▪ Work with team and operation leaders to benchmark best practice</li> <li>▪ Assist the Manager Productivity to Champion the Fiji Business Excellence Awards (FBEA), National Convention on Quality (NCQ) and other organizational improvement framework</li> <li>▪ Conduct necessary research to benchmark best practices framework for the organization improvement</li> <li>▪ Collate, document and submit relevant information from within FRCS and external source to FBEA secretariat on timely basis</li> </ul>
<b>Business Process Improvement</b>	<ul style="list-style-type: none"> <li>▪ Support leaders to implement controls that maintain productivity gains</li> <li>▪ Facilitate and drive collaboration across operations to identify improvement opportunities, leveraging knowledge/expertise, and implementing benchmarking</li> <li>▪ Ensure to communicate through awareness or training on the Business plan and other agreed best practices framework</li> </ul>
<b>Partnerships and Customer Service</b>	<ul style="list-style-type: none"> <li>▪ Assist Manager Productivity in maintaining awareness of customer needs and how they impact on service demand in FRCS</li> <li>▪ Ensure that the highest standards of internal and external customer service is consistently delivered by your Team</li> </ul>
<b>Stakeholder Management</b>	<ul style="list-style-type: none"> <li>▪ Across the team ensure the highest standards of internal customer service standards</li> <li>▪ Support a strong on-going partnership approach to the development of frameworks, supporting initiatives, and delivery of support services to leaders across FRCS</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>▪ Ensure compliance with the FRCS risk management framework and that effective risk management strategies for your area of responsibilities are in place and reviewed regularly</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

No delegations.

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**PERSON SPECIFICATION**

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**ESSENTIAL**

Bachelor Degree in Business Administration, Finance, Economics, or related qualification in a relevant discipline.

More than 3 years work experience in the productivity field.

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 a Productivity Officer in Productivity Unit, People Capability and Culture, 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 Productivity 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.

NB: These may change once the FRCA Employee Competencies are finalized.

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> <li>▪ Understands that different situations may call for different skills and approaches, works to strengths and compensates for weaknesses.</li> </ul>