

POSITION DESCRIPTION – SEPTEMBER 2023

POSITION TITLE: Chief Information Officer

LOCATION: FRCS Head Office, Suva

REPORTS TO: Chief Executive Officer

THE ORGANIZATION

The Fiji Revenue and Customs Services (FRCS) is a statutory authority 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 authority 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

This is a key strategic transformational role responsible for the strategic alignment of all technology capability to successfully deliver on FRCS business requirements. The CIO applies an enterprise-wide lens to harness technology that supports achievement of our Vision. Responsibilities include ensuring robust fit-for-purpose enterprise architecture, cyber security operations, supported by appropriate enterprise systems, platforms and services. The CIO works in close partnership with the operational divisions to lead, develop and implement business process improvements leveraging technology that drives ICT change, digital transformation and customer service across FRCS.

The CIO is a key member of the Executive Leadership Team and a member of the FRCS Board IT Subcommittee. As such they contribute to the FRCS leadership, strategic direction and achievement of our Vision.

ACCOUNTABILITIES

KEY RESULTS AREAS	KEY ACCOUNTABILITIES
Strategic leadership of FRCS ICT transformation	<ul style="list-style-type: none"> ▪ Influence and lead major ICT change ensuring the development and implementation of strategic and operational technology focused on achievement of FRCS business strategy and Vision
Ensuring robust fit-for-purpose technology	<ul style="list-style-type: none"> ▪ Lead the selection, development and delivery of enterprise architecture supported by appropriate enterprise systems, platforms ▪ Ensure cyber security operations are appropriate, robust, timely and future focused ▪ Apply an enterprise-wide lens to assist ensuring critical solutions mitigate the risks of redundant, conflicting, or compromised activities within departmental or functional areas
Partnerships and Customer Service	<ul style="list-style-type: none"> ▪ Work in close partnership with the operational divisions to develop and implement business process improvements leveraging technology that drives change and digital transformations across FRCS

	<ul style="list-style-type: none"> ▪ Ensure a culture of internal and external customer service across all areas of CIO responsibilities
Stakeholder Management	<ul style="list-style-type: none"> ▪ Ensure effective stakeholder relationship management that clearly demonstrates FRCS Values, sound judgment, intellectual rigor, integrity and effective communication skills ▪ Competently participate as a member of the FRCS Board IT Subcommittee accurately reflecting the ICT status of the organization
Executive Leadership Team	<ul style="list-style-type: none"> ▪ Actively participate in the Team, contributing to the strategic thinking and development of FRCS, having courageous conversations when needed, and modelling positive leadership and integrity in all activities and interactions both internally and externally
Risk Management and Security	<ul style="list-style-type: none"> ▪ Identify ICT organizational risks, ensure mitigation strategies are in place and as appropriate take action to minimize any actual or potential impact ▪ Ensure an updated ICT risk management framework and register is in place and linked to FRCS risk management strategies
Health, Safety, and Wellness	<ul style="list-style-type: none"> ▪ Understand and implement your leader responsibilities and accountabilities ▪ Ensure health, safety and wellness initiatives are supported and that relevant policies are understood, followed and implemented by all employees.

DELEGATIONS

As may be delegated by CEO from time to time.

PERSON SPECIFICATION

ESSENTIAL

Masters or Bachelor degree and higher in areas relevant to position.

Minimum of 10 years' experience in similar ICT leadership roles.

Experience in leading future-focused cross-functional integration in a large complex organization.

Experience of working across government and wider business environment.

Knowledge of Fiji Revenue & Customs business activities and integrity standards.

PERFORMANCE COMPETENCY INDICATORS

As a leader in FRCS your performance is measured through two criteria:

- Performance outcome criteria for your area of responsibility. These are agreed annually and reviewed annually with the Chief Executive. You report quarterly to the Chief Executive on progress, and provide mitigation strategies and timelines where agreed criteria are at risk of non-achievement.
- Leadership competencies - you report quarterly to the Chief Executive on your leadership performance measured against the competencies for your role. These are set out below.

NB: These may change once the FRCS Leadership Competencies are finalized.

COMPETENCY	COMPETENCY DESCRIPTOR
Managing Vision & Purpose	<ul style="list-style-type: none"> ▪ Is future focused, optimistic and effectively communicates a compelling and inspired vision to others in the organization ▪ Successfully rallies support for the vision; makes it shareable by everyone and inspires everyone to move forwards
Strategic Agility & Innovation Management	<ul style="list-style-type: none"> ▪ Is future orientated and is able to articulate a credible picture and vision for the future including possibilities and likelihood, and breakthrough strategies/plans ▪ Fosters innovation at work, has good judgment about which creative ideas and suggestions will work in reality and is able to effectively implement ideas
Dealing With Ambiguity & Conceptual Thinking	<ul style="list-style-type: none"> ▪ Copes effectively with change, can act without having the total picture and can comfortably handle risk and uncertainty ▪ Uses reasoning and intuitive processes to understand a situation or problem without being constrained by the current reality and identifies potential solutions and viable alternatives that may not be obviously related or easily identified
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
Decision Quality	<ul style="list-style-type: none"> ▪ Utilizes a mixture of analysis, wisdom, experiences, and judgment to make high quality, timely decisions, that produce ideas and solutions that are accurate and demonstrate sound judgment, risk management, and integrity ▪ Provides coaching to others to make decisions that sit within their delegations and area of responsibilities
Political Savvy	<ul style="list-style-type: none"> ▪ Can navigate through complex political and organizational situations effectively, quietly and with integrity ▪ Can efficiently anticipate where roadblocks are likely to be and appropriately circumnavigate them
Delegation	<ul style="list-style-type: none"> ▪ Delegates tasks and decisions clearly and appropriately taking into account the complexity and importance of the work and individual ability and development needs. Trusts people to perform and to complete their own work
Conflict Management	<ul style="list-style-type: none"> ▪ Ability to read situations quickly; stick with tough conversations and situation with the intention of settling disputes equitably ▪ Responding to conflict by listening, searching for common ground and gaining cooperation with minimal friction
Developing Direct Reports	<ul style="list-style-type: none"> ▪ Demonstrated focus on developing direct reports by providing challenging tasks and stretch assignments and encouraging people to accept them ▪ Holds frequent development discussions with direct reports, is aware of their career goals, and treats direct reports in a fair and equitable manner
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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