

POSITION DESCRIPTION – OCTOBER 2023

POSITION TITLE: Training Officer

LOCATION: FRCS Office, West

REPORTS TO: Team Leader Technical Capability

THE ORGANIZATION

The Fiji Revenue and Customs Service (FRCS) is a statutory Service 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 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 Training Officer is responsible for providing the Technical Capability team in all coordination and administrative support. This will include liaising with external training providers, roll out Border customs training according to training plan, assist in drafting Expression of interest for overseas training, compile variance report, assist in carrying out FNU audit, provide assistance in updating the Execution of Training database, logistic arrangement like accommodation, refreshments, regional training centre room bookings and other administrative matters.

As a member of Technical Capability Team, the role contributes to the achievement of our Vision.

ACCOUNTABILITIES

KEY RESULTS AREAS	KEY ACCOUNTABILITIES
<p>Technical Training & Technical Competency Frameworks</p>	<ul style="list-style-type: none"> ▪ Coordinate training administrative logistics to support technical trainings. ▪ Administrate, coordinate, action and take full responsibility of generic trainings. ▪ Administer booking, setup and maintenance of training rooms, computer Lab and audio visual aids of Regional Training Centre. ▪ Assist and support the team to meet work activities deadlines. ▪ Administer 100% collection and proper record is maintain for BTOR, Behavioural, reaction and learning training forms. ▪ Coordinate WCO, Regional workshop that hosted or co-hosted by FRCS.

	<ul style="list-style-type: none"> ▪ Assist in the identification of training and development needs with initiatives of on-going technical training and qualifications across FRCS ▪ Proactively assist in printing of participant certificates ▪ Provide continuous guidance in updating all training records correctly in the execution of training (EOT) ▪ Assist in printing and binding training materials
Training Implementation and Evaluation	<ul style="list-style-type: none"> ▪ Assist with the administration of the expression of interest process-collating applications, filling ranking matrix, Training & HR Checks and forwarding to Executive for endorsement ▪ Assist with the dissemination, collection and compiling of relevant training documents-attendance, evaluation, Back-to-Office Report, Training Report, etc. ▪ Assist in compiling documents for FNU audit purpose
Recruitment, Assessment and Induction	<ul style="list-style-type: none"> ▪ Assist in the implementation and evaluation of the technical training induction, assessment, and expand training and development programmes based on the needs of FRCS and the individual ▪ Assist operational leaders to effectively coordinate the initial posting of employees ensuring capability is aligned with operational requirements with initial performance and development plans are in place
Culture Promotion, Monitoring, Reporting & Initiatives	<ul style="list-style-type: none"> ▪ Ensure to support the Team Leader Technical Capability to analyse survey and other data and incorporate development and remedial strategies into culture initiatives ▪ Monitor and evaluate organisational development initiatives and ensure fit-for-purpose adjustments are made to ensure acceleration of the People Capability & Culture strategy
Partnerships and Customer Service	<ul style="list-style-type: none"> ▪ Support operational leaders and colleagues in People Capability & Culture to mentor and coach of a workforce that is capable, adaptable, agile, with a focus on promoting a career in FRCS ▪ Collaboration with other agencies and education providers to deliver a whole of government approach to workforce development ▪ Ensure that the highest standards of internal, external and regional training are consistently delivered by communicating with the team

	<ul style="list-style-type: none"> ▪ Compile Training Need Analysis, coordinate and deliver training according to Training Plan for Border Division for maximum grant levies at Fiji National University. ▪ Ensure half yearly training variation report for grant reaches to FNU on time
People Capability & Culture Leadership Team	<ul style="list-style-type: none"> ▪ Actively participate in the Team, contributing to the strategic thinking and development of the business unit and FRCS, having courageous conversations when needed, and modelling positive leadership and integrity in all activities and interactions both internally and externally ▪ Exercise the highest standards of fiscal financial and asset management within own area of responsibility and support colleagues and the Director in effective and judicious stewardship of the budget and financial management of PCC
Stakeholder Management	<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 frame works, supporting initiatives, and delivery of support services to leaders across FRCS
Risk Management and Security	<ul style="list-style-type: none"> ▪ Work with Team Leader Technical Capability to implement training activities, resources and ensure adherence to statutory policies, health and safety and employment and equality laws ▪ Ensures that the Technical Capability delivery is fully briefed on any high risk matters that fall within any of the PCC functional areas
Health, Safety, and Wellness	<ul style="list-style-type: none"> ▪ Understand and implement responsibilities and accountabilities with regards to Health Safety and Well-being. ▪ Work closely with OHS officer to coordinate trainings related with Occupational Health and Safety ▪ Champion 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

DELEGATIONS:

As may be delegated by Team Leader Technical Capability and Manager from time to time.

PERSON SPECIFICATION

ESSENTIAL

Degree in Human Resources Management, Management, or relevant field.

Train and Trainers Module 1 – 4.

Microsoft skills- excel, word and power point skills, should have knowledge on WCO platform.

Administration experience and experience of FRCS business and customer base.

PERFORMANCE COMPETENCY INDICATORS

As the Training Officer with the Technical Capability, 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 Technical Capability 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 FRCS Employee Competencies are finalized.

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 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, experience, and judgement to make high quality, timely decisions, and produce ideas and solutions which are accurate ▪ Assist others to make decisions by giving advice and offering solutions and can use his/her time efficiently to make effective decisions even when information is complex, or there are time pressures
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 practises 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
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

<p style="text-align: center;">Problem Solving</p>	<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
<p style="text-align: center;">Self-Development</p>	<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.