

JOB DESCRIPTION: General Manager - Operations

IDENTIFICATION

Location: **Fijian Competition & Consumer Commission**
42 Gorrie Street
Suva

Reports to
Chief Executive Officer

Organization Structure

Total of sixty-three (63) positions and approved number for fulltime equivalent is 72. In addition, there are Eight Intern Research positions.

Indirect Reports

53 FTE and 8 Research interns.

Direct Reports

(8)

Manager, Competition & Compliance
Manager, Economic Regulation
Manager, Price Control & Monitoring
Manager, Legal, Risk & Governance
Manager, Finance & Corporate
Manager, Human Resources
Divisional Manager West
Divisional Manager North

BACKGROUND

The Fijian Competition & Consumer Commission (FCCC) is an independent statutory authority established under Section 7 of the Fijian Competition & Consumer Commission Act 2010 (FCCC Act 2010). Its objective is to promote the: (1) interests of consumers; (2) effective and efficient development of industry, trade and commerce; (3) effective competition in industry, trade or commerce; and (4) ensure equitable returns to businesses with fair and reasonable prices charged to consumers.

As such it is empowered by the FCCC Act 2010 to investigate, control and evaluate restrictive business practices, abuse of dominant positions, unfair trade practices, price regulation while promoting and maintaining competition in the Fijian economy. The role of FCC also complements that of the Consumer Council of Fiji and the policy work of the Ministry of Industry, Trade and Tourism on competition.

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JOB SUMMARY

As a GM – Operations will provide impartial and strategic advice and support to FCCC. You will actively drive and shape the FCCC's culture to enhance its capabilities, performance and impact.

You will anticipate and meet the challenges presented by changing government requirements and changes within competition and consumer protection law. You will work with the CEO to initiate and drive organizational agendas and responses within the context of national and international competition and consumer protection practices. This includes working with competition and consumer agencies in other jurisdictions.

This role requires leadership to generate and implement innovative responses as part of the FCCC's commitment to continual improvement.

FCCC has developed a five (5) year strategic plan. The GM- Operations leads the FCCC Team in respective areas as identified under the four (4) key strategic goals to work within the fore folds of FCCC act 2010. Providing an enabling environment ensuring resources, capacity building programs and strategic alliances with relevant stakeholders.

The role serves as the link between the internal and external stakeholders and the CEO. The role is further guided by the five strategic developed and therefore determines the framework within which the role executes key activities with the senior management team. The role deputizes the CEO's role hence works closely with the CEO in representing the organization and the interest of the Board where deemed necessary. In addition, the Incumbent will be also responsible for serving as a Board secretary to the FCCC Board.

Working closely with the CEO to enhance relationship with the local and international development partners, donor agencies and external stakeholders in the region in addition to partake into international seminars & workshops.

KEY RESULT AREAS

1: Achieve the corporate goals and objectives for Markets where goods and services in Fiji are competitive through effective implementation of FCCC's strategic goals and continuously monitor and review the progress

- Ensure Businesses understand the competition rules and willingly abide by them
- Take progressive steps to ensure the Competition between businesses is effective and fair

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- To monitor the changes to market structure to ensure it does not increase market power unless any likely detriment is outweighed by the overall benefit to the public.
- Work closely with the stakeholders to minimize Barriers to entry in the Fijian markets.
- Progressively work the Senior Management team, consumer advocate agencies, traders and other stakeholders to ensure terms of purchase are fair and businesses do not use market power to tilt the terms of trade in their favour to the detriment of their customers.

Outcome:

- That the environment in Fiji is conducive for healthy competition where goods and services are of high quality and the prices for it remains reasonable for all consumers.

2: To collaborate and develop strategic capabilities of the senior management team within the ambit of FCCC act 2010 to ensure consumers in Fiji are offered goods and services that are safe and are provided with adequate and accurate information about them

- Manage programs where businesses understand the consumer protection rules and willingly abide by them
- Lead teams to ensure that Information provided to consumers by traders is accurate, complete and true
- Devise strategies and programs for consumers to understand the full terms of their purchases
- Maintain continuous engagement with all stakeholders and ensure progressively that terms of purchase are fair and businesses do not use bargaining power to tilt the terms of trade in their favour to the detriment of consumers.

Outcome:

- Will increase activities with the view to protect consumers from unfair trade practices
- Will increase competition for goods and services ensuring the rivalry amongst traders

3: Develop activities for regulation, including price control ensuring its applied economically and justified in a manner that is as economically efficient as practicable

- Devise programs where effective competition is unable to be sustained and the price of consumer good reflects the costs of the goods including distribution and a fair margin
- Manage senior management team to achieve regulatory decisions setting prices and quality standards that reflect efficient costs, removing monopoly prices and providing an incentive to invest.

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- Create networks and partnerships in developing and enabling environment where regulated businesses face regulatory certainty and smooth price paths
- Lead market study, investigations to ensure accommodation rents are fair for the tenant and the landlord

Outcome:

- That prices in the regulated markets are reasonable for consumers as well as ensuring equitable returns to regulated businesses.
- That programs and works carried out by FCCC positively contribute to the efficiency and productivity of the regulated businesses.

4: Create and external and internal environment where the FCCC is respected as an independent and expert body by the public, the government and businesses.

- Develop the capabilities capacities by providing training to staff and Commissioners on relevant topics to address the performance gaps
- Devise a communications strategy which will assist to educate consumers and businesses and assist them to comply with the law.
- Review the Commission's governance and management framework and make changes which will increase the Commission's professionalism, capability and efficiency
- Ensure an open dialogue with the business community, consumer interest groups and all other interested parties

Outcome:

- To be seen as independent, professional and an expert body in the eyes of stakeholders in the South Pacific region.

5: Closely working with the CEO and Board Members to effectively manage the obligations and duties of the FCCC under the FCCC Act 2010 and all other relevant statutes

- Implementations of decisions and interventions delegated by the Chief Executive Officer.
- Timely provide updates and advice to the Commissioners on matters relating to the operating performance of the FCCC
- Advise the CEO on strategic direction, competition enforcement, regulatory policies and practices, and major decisions or interventions

Outcome:

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- The FCCC demonstrates the ability to execute strong decision making and leadership for the effective operation of the organization in line with FCCC strategy

6. The role is further enriched to serve FCCC Board as Board secretary

- To develop Board agenda with the Board chair and ensure the timely delivery of Board papers
- To take Board minutes of all Board meeting and maintain proper records
- To enable access to all Board members, respective documents but not limited to
 - engagement and discharge of board members
 - registers containing
 - attendance
 - conflict of interest
 - board minutes
- Ensure records of all flying minutes sent through the board secretary are maintained for inspection and deliberation .

Outcome:

- To effectively serve the Board in the interest of the consumers and traders in Fiji .

Other Duties

Establish and implement departmental policies, goals, objectives, and procedures, conferring with board members, organization officials, and staff members as necessary.

The scope of work for GM- Operations will increase as FCCC will be also administering the Electricity Act 2017 and it is anticipated that regulatory functions from the utilities will be housed by FCCC in the near future. This includes but not limited to Water Authority of Fiji, Telecommunications Authority of Fiji etc.

KEY COMPETENCIES

1. Strategic Leadership

A strong leader who can communicate a compelling vision that will inspire and motivate others. Intellectually sharp with the ability to deal with concepts and complexity comfortably while understanding the broader issues, sharing knowledge with authority and influence.

2. Intellectual Capability

Well-developed conceptual and analytical skills with the ability to delve into issues without losing sight of the bigger picture. Capable of grasping the complexities underlying issues, handling any risks and uncertainty to reach effective conclusions that may challenge what has been done in the past.

3. Operating Skills

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Outcome focussed with a sound understanding of organisational processes and the ability to identify opportunities for synergy and integration. Focussed on priorities and effectively allocating and monitoring resources to work across branches and accomplish integrated tasks. Creates challenging stretch opportunities empowering people with compelling development plans and open communication.

4. Initiative

A leader who can champion a new idea or position, anticipate controversial issues and identify and drive effective outcomes or a common ground. They are capable of seeing the potential or limitations in people and situations, and have the ability to use this for a successful outcome.

5. Energy and Drive

Has a proactive approach that motivates and empowers others to strive for success while recognising the importance on a work life balance.

6. Personal and Interpersonal Skills

Effectively manages and develops relationships internally, while also balancing a variety of external stakeholder relationships with the goals of the organisation. A good listener, who is respectful of others, is open to criticism and actively seeks feedback.

7. Organisational positioning skills

Can manoeuvre through complex political situations effectively and is sensitive to political processes, anticipating potential responses and risks. Understands the origin and reasoning behind policies, procedures and practices, remaining politically neutral where appropriate.

8. Acting with honour and integrity

Role model the ethics, values and behaviours expected of a senior leader in the government sector.

FINANCIAL AUTHORITY LEVEL

The GM- Operations will work closely with CEO and ensure effective management and monitoring of FCCC's budget of 3.6 million that includes capital expenditure (capex) and operational expenditure (opex). Given that Electricity act 2017 now will be administered by FCCC under which the functions demand a separate team with resources to deliver the objectives that require regulations in full shifting from FEA to FCCC.

REQUIRED QUALIFICATION AND EXPERIENCE

The preferred candidate must have:

- (1) A qualification in any Business Discipline, Competition, Law and/or Management
- (2) at least 8-10 years of industry experience in utilities, private sector and/or public sector
- (3) Demonstrated experience in strategic planning and execution
- (4) Experience or knowledge of competition policy/law would be an added advantage
- (5) Extensive people management experience
- (6) This role can be further supported by international trainings that is relevant to the functions under the FCCC Act 2010.

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REMUNERATION

TBC

DURATION OF SERVICE

The selected candidate will secure a contract for an initial period of 3 years.