

Incumbent Name:		Emp No:	
Job Title:	Senior Compliance Officer	Position Type:	3-year contract
Department:	Competition & Compliance	Salary scale:	
Location:	Suva	Region	Central Eastern
Directly Reporting To:	Manager Competition & Compliance	# of Reports:	N/A

Organization Summary

The Fijian Competition and Consumer Commission (FCCC) is an independent statutory body established under Section 7 of the Fijian Competition and Consumer Commission Act 2010 (FCCC Act 2010) that promotes effective competition and informed markets, encourages fair trading, and protects consumers and businesses from restrictive practices, controls prices of regulated industries and other markets where competition is lessened or limited.

Purpose of the Role

The Senior Compliance Officer will be accountable to the Manager and will assist the Competition and Compliance department to achieve its stated objectives in the FCCC Strategic Plan 2018 – 2022 by providing its expertise.

The Senior Compliance Officer will be primarily responsible for overseeing and managing competition and compliance department in conjunction with Manager, ensuring that the Business and Traders or its representative are complying:

1. With regulatory requirements of the FCCC under the Act; and
2. With policies, procedures and guidelines of the FCCC.

The Senior Compliance Officer will be the architect & steward of enterprise competition and compliance strategy, structure and processes.

As the compliance leader and subject matter expert, the Senior Compliance Officer will be responsible for establishing standards and implementing procedures to ensure that the compliance programs throughout the FCCC are effective and efficient in identifying, preventing, detecting and correcting noncompliance with applicable rules, regulations and Act.

The Senior Compliance Officer has to provide reasonable assurance to Senior Management and the Executive Management that there are effective and efficient policies and procedures in place, well understood and respected by all employees, and that the Businesses are complying with all regulatory requirements.

The Senior Compliance Officer must report directly to the Manager. He/she must also inform the Executive Management about important issues and material violations, as and when identified.

Nature & Scope

The Senior Compliance Officer will be responsible to oversee the competition and compliance departments day to day operation by ensuring that matters/complaints of consumers and traders are received and investigated in-line with the SOP and set complaints procedure. The successful incumbent will provide advice and expertise to Manager and Executive Management on a range of compliance issues, methods and approaches.

Role Dimensions	
No. of Direct Reports	1
No. of Divisions	Oversee all three (3) divisions
Key Result Areas (KRA's)	
<p>1. <i>Work are delivered on time, within set budget and with the features and functionality specified in the SOP and FCCC Act:</i></p> <ul style="list-style-type: none"> • Facilitate the development and acceptance of cases. • Define investigation scope, goals and deliverables for urgent cases, that support investigation goals in collaboration with Manager and Senior management from time to time. • Develop comprehensive work plans that cover all KPI and related areas, such as scope management, time management, risk management, quality management. • Manage and control special investigations in line with SOP and planned budgets. • Effectively apply the Performance Management (PM) Framework and enforce work quality standards. <p>2. <i>Communication and Reporting:</i></p> <ul style="list-style-type: none"> • Set and continuously manage cases with team members through the establishment and implementation of an effective communication strategy. • Communicate risks and issues to Manager and escalate where appropriate in line with escalation process to Executive Management. • Provide progress and forecast reports for the department as and when directed. <p>3. <i>Continuous Improvement:</i></p> <ul style="list-style-type: none"> • Conduct case reviews to assess outcomes of cases in a timely manner against the process and procedures and to evaluate effectiveness of set practices. • Lead and participate in internal improvement initiatives. • Document and publish all best practices learned. <p>4. <i>Leads and manages a high performing team.</i></p> <ul style="list-style-type: none"> • Holds team members accountable with clear objectives, KPI's, policies and procedures. • Drives high performance in the team through managing and coaching the team and providing quality feedback. • Recruits and selects high performers, develops talent and then recognises and rewards performance. • Facilitates regular team meetings to discuss issues, share knowledge, share achievements, provide training and direction. • Identifies training and development needs and provides the resources needed to develop team members. <p>5. <i>Develop a compliance risk management framework in order to identify and treat the risks to voluntary compliance to SRG and other guidelines.</i></p> <p>6. <i>Optimise Competition & Compliance processes, systems, structures and policies to ensure they are modern and reflect best practice to support the aims of FCCC.</i></p> <p>7. <i>Establish and continuously improve a consistent operating framework for the identification, management, monitoring and reporting of Compliance risks and issues.</i></p>	
Key Accountabilities	
<p>These are some of the duties and functions that Senior Compliance Officer is expected to handle but not limited to the following:</p>	

- Ensure efficient operation of the department on a day to day basis in conjunction with the Manager Competition and Compliance.
- Attend and initiate investigations for urgent cases pertaining to Competition and Consumer matters, and ensuring timely outcome.
- Assist in examining and dissemination of information in respect of matters affecting or likely to affect the interest of consumers or persons negotiating or considering the acquisition of goods or services as consumers.
- Oversee the investigation of fraudulent or deceptive practices in relation to matters that affect or are likely to affect the interest of consumers and to ensure actions are taken in respect of such practices as seemed appropriate under the Act.
- Must have sound understanding of the FCCC Act 2010 and its provisions, and be able to identify elements for each provision of Act during the course of investigation of any competition or consumer matter.
- Assess competition matters against part 3, part 4 and part 6 of FCCC Act 2010 (“Act”) while ensuring non-discriminatory access to infrastructure and restrictive trade practices.
- Assess consumer cases against part 7 and part 8 of the Act to ensure consumer protection from unfair trade practices.
- Provide opinion and comprehensive research pertaining to competition and compliance matters to Manager for further deliberation and action.
- Lead the team from time to time by providing the directions, and Independently investigating and acting on matters related to compliance, including the flexibility to design and coordinate internal investigations (e.g., responding to reports of problems, or suspected violations) and any resulting corrective actions.
- Develop, maintain, and coordinating internal compliance review and monitoring activities, including periodic reviews of departments.
- Developing, coordinating, and participating in a multifaceted educational and training program that focuses on the elements of the compliance program, and seeks to ensure that all appropriate employees, management, consumers and traders are knowledgeable of, and comply with, pertinent Act and FCCC guidelines.
- Conduct the annual review of the FCCC’s policies and procedures, including testing of the policies and procedures, and lead the formulation of reports to management regarding the same.
- Assist in the Developing of materials at an institutional level for distribution to all consumers and traders to enhance awareness of compliance activities, including posters.
- Conduct risk assessments; recommend risk mitigation techniques and controls for Competition and Compliance department.
- Maintain the required compliance and fairness to consumer and traders as mandated by the Act and other applicable laws.
- Review competition and compliance marketing materials and investor/ business communications to ensure compliance with Act and relevant laws and regulations.
- Oversee the day-to-day administration of the competition and compliance departments’ code of ethics and Standard Operating Procedures.
- Conduct appropriate surveillance of media, market trends, trader activities, trader goods and services, including review of guidelines of FCCC as and when deemed necessary.
- Interact with various departments within the organization to ensure consistency in policies and procedures.
- Monitor new legal and regulatory developments and update policies and procedures accordingly.
- Carry out other duties as assigned or delegated by Manager or Chief Executive Officer when required.

Key Performance Indicators (KPI’s)

1. Keys Skills (Communications/ Planning & Strategising/ Decision Making/ Team Motivation/ Leadership/ Team Management /Technical/ Prioritizing/ Investigation) for the job.
2. Quality (Accuracy of investigation & Reports) of work. Quantity (No of cases resolved). Completeness (work to be fully complete). Diligence (Work was prepared with careful & persistent effort). Risk (Efforts made to identify & manage risk). Best Practices (Work conforms to precedent case or industry practices).

3. Decisiveness (Ability to make appropriate decision; implement new changes & ideas; represent department in all forum).
4. Risk (efforts made to identify; risks analysed to forecast the impacts; counter measures designed to manage risk; Risk registered in register).
5. Performance Planning & Review (strategising work; timely evaluation of performance; undertake counseling & document performance; implement performance improvement measures & review).
6. Personal Appearance (professional/appropriate dressing, proper hygiene - lead as an example, energetic, high energy level).
7. Internal/External Relationships (Agreeable constructive, flexible; team member; offers assistance; handles stakeholders, traders, consumers; seeks & maintains good working relationships; expedites investigations with priorities).
8. Organisational Abilities (Sets realistic priorities; set timely schedules, meets deadlines; coordinates with other department & stakeholders; ability to delegate fair work; Goal setting & meeting goals as per strategic plan).
9. Initiative (ability to initiate things independently, self-starter; shows enthusiasm & commitments; willing to try new concepts).

Qualification

A Post-graduate degree in Law with prerequisite in Economics or Accounting or Banking or any other field. A Masters in any of the above fields would be advantageous.

Knowledge and Experience

1. Comprehensive work experience of 8 years and above in the field of compliance.
2. Knowledge on how to carry out in-depth investigations of compliance and competition cases.
3. Exceptional report writing skills.
4. Knowledge of Fijian Competition and Consumer Commission Act 2010 will be an advantage.
5. Have valid full group two driving license.

Skills and Abilities

1. Ability to lead and manage a Team;
2. Ability to give directions and suggest new ideas and measures;
3. Ability to ensure that the work is completed with limited instructions;
4. Good communication and analytical skills;
5. Self-starter with ability to motivate the team;
6. Outstanding verbal and written communication skills;
7. Impeccable attention to detail;
8. Ability to write complex investigation reports; and
9. Collaborative, team player with strong analytical, organizational and interpersonal skills.

Risk and Compliance

All communication with stakeholders should be accurate and in line with the FCCC Act 2010.

Key Challengers / Success Factors

Ability to track for information from sources relating to a particular activity.
 Ability to stand his/her ground when seeking information.
 Ability to carry out investigations of urgent cases in a timely manner.
 Ability to guide on how to assess the cases and identify elements of case and provision of Act.
 Good communication and analytical skills.
 Ability to write clear, concise, robust and balanced research and investigation reports.
 Ability to diplomatically handle sensitive situations with stakeholders and cultivate productive relationships.

Internal / External Relationships		
<i>Internal:</i>		
<ul style="list-style-type: none"> ▪ Manager Competition and Compliance. ▪ Compliance Officers & Assistant Compliance Officers. ▪ CEO, All Managers including Regional Managers and Coordinator Operations. ▪ All staffs 		
<i>External:</i>		
Ministry (ies) and other relevant stakeholders as required.		
Authority Level		
Able to make decision in consultation with Manager or EM.		
Financial Authority Level		
The incumbent will be responsible for ensuring that activities undertaken by him/her are well within the budgetary allocation for such items and FCCC's financial regulation.		
Provision		
The Job Description and KRA's in this contract with a view that upon review at any time within the contractual period engaged with FCCC, it can be altered, changed or extended with added responsibilities. Any such proposed changes will be in consultation with the concerned staff, CEO and the Human Resources Unit.		
APPROVAL and ENDORSEMENT		
	Date:	Signature:
	Date:	Signature:

Note: This job description may be reviewed annually and updated as often as necessary.