

# JOB DESCRIPTION

<b>Job Title:</b>	<b>Executive Officer</b>
<b>Department:</b>	<b>Executive Office</b>
<b>Group / Team:</b>	<b>HR &amp; Administration</b>
<b>Responsible To:</b>	<b>CEO</b>
<b>Salary Band</b>	<b>Band 5</b>
<b>Responsible For: (Total number of staff)</b>	
<b>Job Purpose:</b>	<p>The Executive Officer is responsible for the following:</p> <ul style="list-style-type: none"> <li>• In charge of human resource management.</li> <li>• Coordinate training and development</li> <li>• Provide support and conduct research to CEO in the overall day to day operations.</li> <li>• Monitoring of Corporations performance against strategic goals.</li> <li>• The ability to participate in the implementation of change processes and practices to improve the quality of the customer experience.</li> <li>• Recommend ideas, systems, or processes to improve the effectiveness of the operations.</li> <li>• Undertake management support tasks.</li> </ul>
<b>Date:</b>	<b>2022</b>

## Organisation Context



## Key Relationships

<p><b>External</b></p> <ul style="list-style-type: none"> <li>▪ Government Ministries/ regulators</li> <li>▪ Universities (FNU/USP and others)</li> <li>▪ Internal/External Auditors</li> </ul>	<p><b>Purpose of contact with this person/s</b></p> <ul style="list-style-type: none"> <li>▪ Compliance with all Acts and regulations.</li> <li>▪ Staff Training and development needs</li> <li>▪ HR related Audit queries</li> </ul>
<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>▪ CEO</li> <li>▪ Management</li> <li>▪ Staff</li> </ul>	<ul style="list-style-type: none"> <li>▪ Reporting</li> <li>▪ Reporting</li> <li>▪ Provide advise on all policies and procedures revolving Human Resource Manual, and other related SOP's within the Corporation.</li> </ul>

## Key Result Areas / Key Achievement Areas

The position of **Executive Officer** encompasses the following major functions or Key Result Areas.

<b>Jobholder is responsible for</b>	<b>Jobholder is successful when</b>
<b>Is Accountable for</b>	<b>And is Successful when</b>
<b>Human Resources Management</b>	
<ul style="list-style-type: none"> <li>• Conducting research on operational issues or board issues and submit findings to board and management.</li> <li>• Prepare documentation of standard operation procedures and policies.</li> <li>• Preparation of employment contracts and job descriptions.</li> <li>• Prepare and facilitate the PMS processes.</li> <li>• Assist the management in the recruitment process which includes the preparation of recruitment advertisement, interview questions, shortlisting, and preparation of recruitment report.</li> <li>• Assist with OHS work as when required.</li> <li>• Prepare monthly Human Resources &amp; Administration reports and analysis as when required.</li> <li>• Assist with any employment relations issues including documentation and analysis.</li> <li>• Assist with resolution of employment relations issues as when required.</li> <li>• Identify Training Needs Analysis and assist in formulation of training plan.</li> <li>• Assist the management in the drafting of the induction manual.</li> <li>• Conduct induction to new staff as when required.</li> <li>• Assist in internal and external audits involving any HR related matters.</li> </ul>	<ul style="list-style-type: none"> <li>• A detailed research paper with practical recommendations are submitted to management at the agreed timeframe</li> <li>• The SOPs and policies are documented in accordance with directives of management and the Board of Directors.</li> <li>• The tasks are carried out efficiently and effectively.</li> <li>• Monitoring of individual targets and rewarding staff accordingly.</li> <li>• All employment relations issues are dealt with accordingly and within the requirements of the Employment Relations Act.</li> <li>• Undertake research on the priority areas for training both for commercial and technical. And coordinate with institutions to conduct training.</li> <li>• The induction is conducted with positive feedback and remarks from new staff.</li> <li>• All audit queries are responded on a timely manner.</li> </ul>
<b>Corporate Strategic Plans &amp; Business Plan</b>	
<ul style="list-style-type: none"> <li>• Assist in the preparation of statement Corporate Intent/ Business Plan.</li> <li>• Report Quarterly/ yearly on the achievements of the corporate and business plan.</li> <li>• Collaborate, coordinate and engage with management and staff in the drafting and the completion of the business strategic goals.</li> <li>• Advise and make recommendations to management team on the best practices in achieving strategic goals/ business plans.</li> </ul>	<ul style="list-style-type: none"> <li>• The SCI/BP are compliance with the Public Enterprise Act.</li> <li>• Reports are submitted in a timely manner.</li> <li>• Final SCI/BP to Submitted before 31<sup>st</sup> December 2022.</li> </ul>

<b>Jobholder is responsible for</b>	<b>Jobholder is successful when</b>
<b>Is Accountable for</b>	<b>And is Successful when</b>
<b>Change Management</b>	
<ul style="list-style-type: none"> <li>Assist management in developing change management processes and tools to align with the Statement Corporate Intent/Business Plan.</li> <li>Capturing data and defining and measuring success metrics within the operations.</li> </ul>	Tasks are carried out effectively and efficiently.
<b>Preparation of reports</b>	
<ul style="list-style-type: none"> <li>Prepare the following Reports for both management and Board. <ul style="list-style-type: none"> <li>Human Resource Management report for management and non-management</li> <li>Statement of Corporate Intent and Business Plan</li> <li>Risk Management Assessment Report</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>All reports are prepared and completed within a time frame.</li> </ul>
<b>Operating System</b>	
<ul style="list-style-type: none"> <li>Initiate and update all status of all HR related tasks via FileHold</li> <li>Innovate and engage with the HR &amp; Admin team in Contributing to the system improvements.</li> </ul>	<ul style="list-style-type: none"> <li>Tasks are initiated, updated, and assigned via FileHold on a timely manner</li> <li>100% compliance to FileHold processes and procedures (As per the SOP).</li> <li>Continuous improvement in the system and SOPs to achieve the following: <ol style="list-style-type: none"> <li>Efficiency of Services</li> <li>Quality of Services</li> </ol> </li> </ul>
<b>Compliance</b>	
<ul style="list-style-type: none"> <li>Compliance to all statutory requirements, SOP's, and policies.</li> <li>Introduction of new systems and processes.</li> </ul>	Full compliance and adherence to ensure continuous improvements and high standard of services is provided.
<ul style="list-style-type: none"> <li>Any other tasks as instructed by management as and when required.</li> </ul>	<ul style="list-style-type: none"> <li>Task completed effectively and efficiently.</li> </ul>

## Key Behaviors / Competencies

- **Supports strategic direction** through application of sound knowledge and by recognising how own work contributes to the achievement of organisational goals and business objectives.
- **Achieves results** by demonstrating knowledge of the relevant service provision and through a commitment to achieving quality outcomes within a context of changing work priorities and work tasks.
- **Supports productive working relationships** by supporting team members, developing effective relationships, and working collaboratively through day-to-day tasks and challenges. Actively listens to colleagues.
- **Displays personal drive and integrity** by taking personal responsibility for the accurate completion of work and seeking help when required. Acts professionally and supports a positive, productive work environment.
- **Communicates with influence** by maximising personal contribution strengths and focussing on clear communication and key points. Demonstrates sound written and oral communication skills in accordance with the needs of individuals or audience.

## Or Core Competencies

- Leadership – Competent and proven leadership skills.
- Personal Attributes – High level of initiative, confidentiality and result oriented.
- Communication – Excellent written and verbal Skills and good people relationship skills.
- Technology – Excellent working knowledge using systems such Customer Relations Management System (CRMS), social media, Document Management System (DMS), and other related applications.

## Person Specification

*This section is designed to capture the expertise required for the role at the 100% fully effective level (this does not necessarily reflect what the current jobholder has). This may be a combination of knowledge / experience, qualifications, or equivalent level of learning through experience or key skills, attributes, or job specific competencies.*

## Qualifications (or equivalent level of learning)

Essential	Desirable
<ul style="list-style-type: none"> <li>▪ Relevant Degree qualification either in commerce in HR, quality management or equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Relevant Post-Graduate qualification either in commerce, quality management or equivalent.</li> </ul>

## Knowledge / Experience

Essential <i>(Indicate years of experience required as appropriate)</i>	Desirable
<ul style="list-style-type: none"> <li>▪ At least 3 years of experience as an executive office/ Human Resource /change management or similar role.</li> </ul>	<ul style="list-style-type: none"> <li>▪ 5 plus years of experience as an executive office/human resource, change management similar role.</li> </ul>

**Key Skills / Attributes / Job Specific Competencies**

*The following levels would typically be expected for the 100% fully effective level:*

Expert level	<ul style="list-style-type: none"> <li>• Leadership skills</li> <li>• Think strategically and analytically.</li> <li>• Ability to articulate thoughts, opinions, rationales, and points in a clear, concise, and logical manner.</li> </ul>
Advanced level	<ul style="list-style-type: none"> <li>• High level dashboard quality reporting to Management/Board.</li> <li>• Collaboration and managing people relationships</li> <li>• Experiences and understanding various auditing techniques.</li> </ul>
Working Knowledge	Proficient in Microsoft applications, CRMS, FileHold, social media and other applications.
Awareness	Knowledge and understanding the functions of the Fiji Public Trustee Corporation Pte Limited/Fiji Public Trustee Act and related legislations. Sound knowledge of the Employment Relations Act 2007 and regulations.

**Change to job description**

*From time to time, it may be necessary to consider changes in the job description in response to the changing nature of our work environment– including technological requirements or statutory changes. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.*

\_\_\_\_\_  
 Name:  
 Executive Officer

\_\_\_\_\_  
 Date

\_\_\_\_\_  
 Approved:    Name:  
                   Chief Executive Officer

\_\_\_\_\_  
 Date

## OTHER OPTIONS FOR JOB DESCRIPTIONS USED FOR JOB EVALUATION

### Work Complexity

Most challenging duties typically undertaken, or most complex problems solved:

- Developing policies and procedures.
- Facilitate in the development of strategic plan of the Corporation.
- Assist management in providing recommendation on best practices to engage, motivate and empower employees.
- Identify staff training needs analysis to develop an effective training and development strategies to prepare and upskill employees.
- People management relationships
- Handle employment relations.

### Freedom To Act

Guidelines available to assist job holder to make decisions e.g., policy documents, standard procedures.

- Human Resource Manual Policy
- Standard Operating Procedures
- All FPTCL Policies & Guidelines
- Relevant Acts and Legislations

### Financial Responsibilities

Controls a budget **No**

Maximum that may be spent without reference to manager **No**

Jobholder can spend unbudgeted capital **No**

Jobholder is responsible for committing the organisation to long-term contracts **No**

Jobholder signs correspondence for Company **No**