

JOB DESCRIPTION - EXECUTIVE OFFICER

Position	Executive Officer
Organization	Consumer Council of Fiji
Tenure	Three Year (Contract)
Duty Station	Suva
Reporting to	Chief Executive Officer
Salary Band	\$22,900 – \$30,577

1.0 Primary Purpose

To provide high level administrative and strategic support to the executive leader involving managing and coordinating various aspects of the executive functions to ensure the efficient operations of the executive office. To facilitate effective decision making, maintaining organisation effectiveness and contributing to the overall success of the executive team and the organisation. To manage the Council's resources prudently and efficiently in accordance with good governance practices.

2.0 Organizational Context of Position

The Consumer Council of Fiji (CCF) is a statutory body established under the Consumer Council of Fiji Act 1976 (Cap 235). The Council is expected to play a positive role in achieving a market place where consumers are well informed, confident and protected from unlawful, deceptive, misleading or otherwise, objectionable practices. The prime function of the Council is to drive real change for consumers based on these five themes-

- Delivering consumer knowledge, skills and information to all
- Championing and protecting the interests of all consumers
- Assist consumers in resolving complaints with traders and service providers
- Driving change (policy/procedures/practices) to benefit consumers
- Enabling consumers to make responsible choices

3.0 Council's Role

The Council's roles are to:

- Improve consumers' ability to make informed decisions;
- Solve consumer complaints through Alternative Dispute Resolution (ADR), Advisory services and legal representation;
- Advise the Minister on such matters affecting the interests of the consumers;
- Collect, collate and disseminate information in respect of matters affecting the interests of consumers;
- Support or maintain legal proceedings initiated by consumers, where such support is deemed necessary;
- Make representations to the government or to any other persons or organisations on any issues affecting the interests of consumers;
- Conduct research and investigations into matters affecting consumers;
- Provide debt management and consumer credit advisory services to financially illiterate consumers;
- Conduct market surveillance to establish product prices and compliance with product labelling and safety requirements including misrepresentation

- Work in partnership with local, regional and international organizations to identify and understand emerging consumer issues, conduct research and campaign on issues in solidarity to change local and global practices.

4.0 Responsibilities of the Position

The key accountabilities of the Executive Officer:

4.1 Executive Support

- Various briefs with accurate information provided to CEO at relevant intervals as and when required.
- Organize Board meetings and assisting the CEO on all Board related matters.
- Assistance provided in drafting and editing Board Papers as required by the CEO.
- Reports and required correspondence prepared efficiently:
 - Board paper preparation and circulation coordinated.
 - Newsletter and any other mandatory required reports/ letters/ memos/ annual report vetted.
 - Memos drafted as required by CEO - Relevant approval obtained and information disseminated to relevant stakeholders in a timely manner as per CEO's approval.
- Reports submitted to the CEO on assignments, complaints and projects:
 - Research conducted
 - findings analysed
- Action items stated in all Action Report monitored and followed up
 - Updates provided to CEO.
- Coordination of activities performed effectively:
 - Set reporting deadline and follow up on plans
 - Vet and submit monthly reports from all divisions to CEO's Office.
 - Vet and submit quarterly reports from all divisions to CEO's Office.
- CEO's calendar of activities managed effectively
 - Organise and prepare for meetings, conferences, and all other official engagements.
- All of CEO's travel requirements planned and organised efficiently.
- Organisation call tree maintained in conjunction with relevant Managers and Regional coordinators.
- High level of service ensured for both internal and external customers at CEO's Office.

4.2 Administrative Support

- Ensure completion of Strategic Plan, Annual Work Plan, and Service Agreement.
- Preparation of Business Plan, Performance Plan & Position Description for Corporate Division
- Organize staff and management meetings including agendas and minutes.
- Overseeing CEO's Office:
 - Inward and outward movement of documents
 - Systematic filing and storage of confidential projects and documents
 - Office supplies managed and maintained

- Equipment maintenance in CEO's Office
- Overseeing the upkeep of the registry
- Any other work assigned by the CEO that is within the capacity of the position holder

4.3 Reporting

- Prepare monthly/Quarterly Report for Corporate Services.
- Compilation of quarterly reports for the Ministry.
- Prepare and assess Bi – Annual reports against the Service Level Agreement.
- Prepare and compile annual assessment of the KPI's against the Service Level Agreement with the line Ministry.
- Prepare Administration and Governance Annual Report articles.

5.0 Key Selection Criteria

5.1 Qualifications

- A Bachelor's degree in Management/Business Administration or any other relevant field.

5.2 Technical Expertise

- Degree with at least 2 years' experience in relevant field.
- Good knowledge of consumer legislation and consumer issues.
- Must possess excellent IT skills and proficiency in MS Word, Excel and PowerPoint.
- Should have excellent analytical and research skills.

5.3 Key Skills and Competencies

- Must be a critical thinker and be able to work independently.
- Excellent communication skills (oral and written) and the ability to communicate fluently in English.
- Must have excellent customer service attributes.
- Able to work under pressure in performing the pivotal role of the Executive Officer.
- Ability to multi – task.
- Good problem-solving attributes.
- Self - Starter, self - organized and motivated.
- Understanding of Council's obligations to statutory agencies.
- Strategic thinker, innovative, performance driven and an effective decision maker.
- Must be professional and ethical
- Demonstrated ability to maintain confidentiality and neutrality in a sensitive environment.
- Demonstrated ability to work under minimum supervision and heed directives.
- Adheres to the CCoF communication standards, formats, procedures and style.
- Establishes and maintains positive communications with key internal and external partners by seeking input and feedback.
- Shows respect for different attitudes, knowledge and approaches.
- Coordinates own work with that of the team to meet agreed priorities and deadlines.
- Places the team's agenda before any personal agenda.
- Ensures personal decisions are based on accurate and objective data.
- Considers the positive and negative impacts of decisions before making them.

- Contributes to continuously improve the quality and relevance of information sharing in areas of personal expertise, in support of decision-making processes.
- Keeps abreast of current developments in own area of specialization and brings new ideas to the team.
- Seeks actively to improve programmes and services by continuously exploring future possibilities.
- Treats sensitive or confidential information appropriately.
- Must have integrity and insight suitable for an Executive Officer.

6.0 Contacts

This position has regular contacts with the following organizations:

- Ministry of Trade, Cooperatives, SMEs and Communication
- Fiji Revenue and Customs Services
- Datec Fiji Ltd
- Insurance Companies
- Land Transport Authority
- Reserve Bank of Fiji
- Consumers International
- Government Ministries/Departments
- Relevant Statutory Organizations
- Consumer Networks
- Fijian Competition and Consumer Commission
- Other organisations (traders/service providers)

7.0 Challenges and Impact on Organization Results

The challenges faced include the development of effective communication with the consumers and traders and it also requires building relationships with other organizations and the Managers at the Council. To be high performing, the incumbent must be dedicated to working toward an agreed goal. He/she will be increasingly faced with problems of organized complexity, clusters of interdependent or inter-related challenges, or even a whole system of problems. In a world of instant gratification, customers expect instant customer service and can take to the web to share their displeasure at less than satisfactory service just as quickly. The incumbent needs to be strongly consumer-focused and, frequently needs to prioritize and manage multiple tasks/demands set by circumstances. The appointee needs to determine when to embrace change and when to stay the course. Not everything new is better, yet eschewing every change runs the risk of becoming obsolete.

8.0 Organisation Structure

Immediate Supervisor: Chief Executive Officer

Positions Reporting To You	No Of Staff Reporting To Them
None	None

