

<p>JOB DESCRIPTION – MANAGER ALTERNATIVE DISPUTE RESOLUTION AND CONSUMER ADVISORY</p>
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Position	Manager Alternative Dispute Resolution (ADR) & Consumer Advisory
Organization	Consumer Council of Fiji
Tenure	Three Year (Contract)
Duty Station	Suva
Reporting to	Chief Executive Officer

1.0 Primary Purpose

The Manager Alternative Dispute Resolution and Consumer Advisory will support the Chief Executive Officer (CEO) in providing management of the Alternative Dispute Resolution & Consumer Advisory Division at the Consumer Council of Fiji. He/she will ensure that the interests of consumers of goods and services are promoted and protected.

2.0 Organizational Context of Position

The Consumer Council of Fiji (CCF) is a statutory body established under the Consumer Council Act (Cap 235). The Council protects the rights and interests of consumers by promoting a fair and just delivery of goods and services. First and foremost, CCF is an advocacy organisation, conducting rigorous research and policy analysis on key consumer issues. CCF 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 CEO therefore is the person charged with the responsibility of ensuring the implementation of the priorities set under the Act and decisions of the Board of Directors.

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 Manager Alternative Dispute Resolution and Consumer Advisory are:

4.1 Coordination and Supervision

- Coordinate, supervise and manage all consumer advisory and mediation services offered by the regional offices – Suva, Lautoka & Labasa.
- Coordinate mediation settlement with relevant parties.
- Provide prompt advice and opinion to consumers.
- Initiate, lead and organise all mediation programmes for the Council, including assisting other Divisions with their programmes as and when directed.
- Overseeing the complaints and issues in relation to the Debt Management and Consumer Credit Advisory Services.
- Attend to queries on legal issues and court processes.
- Provide legal opinion on Consumer Protection Legislations pertaining to consumer issues and complaints.
- Contribute by providing articles and statistics to the Newsletter and Annual Report of the Council.
- Draft Press Releases on emerging consumer issues.
- Provide leadership in the establishment of a Consumer Tribunal.
- Draft agreements and contracts as and when directed.
- Make relevant oral presentations in meetings and workshops.
- Provide written opinions when a legal advice is sought by the Council.
- Assist in the implementation of donor funded projects.
- Carry out any other duty as assigned by the Chief Executive Officer.

4.2 Programme Development and Reporting

- Prepare and implement the division's Work Plan and Business Plan on a yearly basis.
- Monthly and quarterly reporting to Chief Executive Officer.
- Prepare and submit yearly budget proposal for the division.
- Review/Implement ADR & CA Policy.
- Assist other divisions work when required.

4.3 Performance Management and Capacity Building

- Coordinate the day-to-day activities of interns and volunteers attached to the ADR Division.
- Prepare performance plan for every staff in the division.
- Carry quarterly/yearly staff performance appraisal for the division.
- Identify training requirement of each staff in the division.

The job duties and responsibilities as set out above are not exhaustive and the Post holder may be required to carry out additional duties within the post holder's level of skills and experience.

5.0 Key Selection Criteria

5.1 Qualification

A Degree in Law with a current legal practicing certificate in Fiji or a degree in Commerce, Business Studies, Public Policy.

5.2 Technical Expertise

- At least 4 years of proven experience in a senior position related to dispute resolution of complex and sensitive issues.
- Good knowledge of consumer legislation and consumer issues including interpretation of legislation.
- Knowledge of investigation techniques and the laws of evidence.
- Sound knowledge of the process of mediation.
- Good understanding of the Consumer Council Act and its statutory functions.

5.3 Key Skills and Competencies

- Demonstrated experience in dealing with a wide range of people including diverse consumer issues.
- Experience in producing written work appropriately researched and of a high standard.
- Proven ability to identify and analyse systemic problems and/or trends, and develop practical solutions and strategies to address these.
- Ability to plan, program and coordinate workloads and to meet deadlines.
- Ability to self-manage, use judgement, initiative and flexibility of approach to meet changing requirements and situations.
- Ability to advise and mentor officers in the conciliation/mediation of disputes.
- Strategic thinker, innovative, performance driven and an effective decision maker; and develop and administer their ADR practice.
- Excellent communication skills (oral and written) and the ability to communicate fluently in English and one other vernacular language.
- Demonstrated ability to work under minimum supervision and heed directives.
- Strategic thinker, innovative, performance driven, stamina and an effective decision maker.
- Must have excellent analytical and people skill.
- 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.
- Values and affirms colleagues input and expertise.
- Shares information and encourages regular feedback from all staff.
- Sets and agrees with team members' clear and motivating objectives and outcomes.
- Appraises performance fairly and consistently, respecting CCoF performance guidelines.
- Gives due credit and recognition to achievement and effort.

- Recognises the importance of continuous learning and the professional development of own staff.
- Supports the development of own staff in a direction consistent with their development goals.
- Suggests appropriate activities to meet identified staff development needs.

5.0 Contacts

This position has regular contacts with the following organizations:

- International Consumer Organisations
- FOMCA
- Consumer Association of Fiji
- Government Ministries/Departments
- Relevant Statutory Organizations
- Consumer Network
- Fijian Competition & Consumer Commission
- Department of Fair Trading and Consumer Affairs
- Various traders and service providers

7.0 Major Challenges

The main challenge of this position is meeting first-hand the demands of consumers that seek the assistance of the ADR & CA services of the Council. Meeting very tight decision making deadlines imposed by consumers and stakeholders alike is very crucial. Understanding holistically and keeping abreast with Fiji consumer protection and related legislations (however insufficient) and how they are able to assist consumers. Also very important to understand and keep abreast with advances in technology, consumer issues and protectionism internationally that eventually trickles into the local market and impacts product and service delivery to consumers in Fiji. Mediations require persistent lateral and strategic thinking to be able to facilitate practical solutions to the parties to mediation. Taking a humble approach in understanding the plight of every consumer (whatever their state of mind or socio economic background) and rendering the best service possible. Team building internally amongst the ADR team (CO's and regional coordinators) and maintaining an internal support system is very crucial to ensuring that we are all on board with how we want to achieve our outputs and deliver the best service to consumers.

8.0 Organisation Structure Immediate supervisor: Chief Executive Officer

Positions Reporting To You	No of Staff Reporting To Them
Senior Consumer Officer	None
Consumer Officer	None
Assistant Consumer Officer x 3	None
Consumer Helpline Operator	None
Complaints Management & Data Entry Officer (50%)	None
Research/ Debt Management & Consumer Credit Advisory Officer (50%)	None
Regional Coordinator - Labasa Office (ADR KPI's)	Two
Regional Coordinator - Lautoka Office (ADR KPI's)	Three