

JOB DESCRIPTION

Incumbent Name:		Emp No:	
Job Title:	Enforcement Officer	Position Type:	Fulltime
Department:	Enforcement	Salary scale:	Band 5
Location:	FCCC Central/ Eastern / Western/ Northern Office	Region	Central/Eastern/Western/ Northern
Directly Reporting To:	1. Senior Enforcement Officer 2. Manager Enforcement	# Of Reports:	NA

Organisation Summary

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

Purpose & Nature of the Role

The Enforcement Officer will be responsible to the Senior Enforcement Officer, assisting with the Enforcement department to achieve its stated objectives in the FCCC Strategic Plan 2018 – 2023 by providing its expertise. The Enforcement Officer will be responsible carry out efficient and effective monitoring, inspections of rental matters, routine traders' inspections, trader awareness, supermarket surveillance, surveys to collect data, investigate complaints and handle day to day tasks as assigned.

Key Result Areas (KRA's)

- Attend to consumers, businesses, and stakeholders by clarifying concerns and addressing inquiries.
- Assess complaints to determine merit and identify any potential breaches of the FCCC Act 2010.
- Investigate assigned complaints and resolve them promptly in accordance with Standard Operating Procedures (SOPs).
- Compile detailed investigation reports with recommendations for further deliberation.
- Prepare departmental enforcement reports as required.
- Provide accurate and sound recommendations and advice to FCCC.
- Investigate cases related to rent, compliance, and monitoring.
- Conduct rent and monitoring inspections, including maritime inspections.
- Carry out daily market surveillance activities, surveys, and investigations, ensuring reports are updated accordingly.
- Ensure full compliance with the FCCC Act 2010 at all times.
- Maintain high standards of work ethics, especially when conducting fieldwork.
- Perform trader inspections and investigations, ensuring timely and accurate reporting.

- Deliver trader awareness sessions and submit comprehensive reports.
- Conduct community and school awareness programs, followed by submission of reports.
- Actively participate in the Voluntary Compliance Framework.

Key Accountabilities

- Support the Senior Enforcement Officer in coordinating and conducting price inspections across various trader premises to ensure compliance with the FCCC Act 2010.
- Conduct trader inspections in urban, rural, and outer island locations, and ensure inspection protocols are followed and regularly updated.
- Monitor sector developments (e.g., retail, wholesale) and keep informed of master and price control lists.
- Educate and assist traders in understanding and complying with price control and non-price control items and their obligations under the FCCC Act 2010.
- Investigating consumer complaints to determine if there has been a breach of FCCC Act 2010;
- Collect and verify evidence when conducting investigation, conduct cautioned interviews with respondents, and maintain up-to-date investigation files.
- Attend court proceedings as required to support enforcement actions.
- Attend Court proceedings as Prosecutors.
- Assist in administrative tasks including report writing, data collection, and supporting on-site inspections and tours.
- Conduct and lead market surveys and special investigations as assigned, and provide timely, detailed reports.
- Updating and Maintaining relevant templates for records of breaches and any other assigned tasks.
- Contribute to awareness initiatives and ensure accuracy and quality during stakeholder and consumer engagements.
- Participate in Provincial, Tikina, and Advisory Council meetings to represent FCCC interests.
- Assist in the preparation of the annual work plan, Tour Planner and submit to the Senior Enforcement officer for endorsement;
- Assist in the conduct of market surveillance exercise and constantly report the state of property rental market to the Senior Enforcement officer & Manager Enforcement in the search of new developments;
- Assist in the preparation of periodical updates to the Manager Enforcement as required by the FCCC;
- Assist in the price control investigations and trader inspections.
- Monitor compliance with Act, regulations, guidelines and internal policies of FCCC.

- Carry out 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.
- Assist in developing, maintain, and coordinating internal compliance review and monitoring activities, including periodic reviews of departments.
- Assist in 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.
- Ensuring that the investigation findings pertaining to cases are recorded and followed up until matter is remedied, issues are rectified and matter is closed before Court.
- Ensure that the investigations are conducted as per the process and procedure outlined in the Standard Operating Procedure (SOP) of FCCC.
- Contribute to the overall mission of the FCCC by participating in cross-divisional work streams.
- Work with Senior Enforcement officer to conduct in house Training for Staff
- Ensure that Weekly, Monthly, Quarterly and Annual reports are compiled and presented on a timely manner to the Senior Enforcement Officers and Enforcement Manager.
- Ensure all Occupational Health & Safety procedures are followed according to the Health and Safety at Work Act 1996 while carrying out hazardous work outside or within the Office Premises. Ensure all the hazards concerning the area of work are highlighted prior to the reporting line.
- Promote innovation, continuous improvement, and business excellence strategies to achieve FCCC goals.
- Any other duties that may be assigned by the Supervisor, Manager or the Head of the Organisation which is mandated under the FCCC Act 2010.

Key Performance Indicators (KPI's)

1. Refer to Annual KPI set every financial year

Qualification

- Bachelor of Law Degree or other relevant business discipline.

Knowledge and Experience

- 2-4 years of experience.
- Experience and knowledge in investigation and capability towards market enforcement & research with an analytical mind.
- Negotiation skills and the ability to develop strong working relationships.

- Aware of the Fijian Business Operating Environment.
- Ability to stick to time constraints and manage various projects at once.
- Knowledge of Fijian Competition & Consumer Commission Act 2010 will be an advantage.
- Experience in an enforcement management role, with the ability to manage performance and motivate a team.
- A positive approach to continuous development and improvement, both service and the team, is key.
- Has sound judgement to ensure a fair and consistent approach to compliance and enforcement, in all cases, particularly those which are more sensitive or complex in nature.
- Devises procedures for the effective, efficient and consistent handling of cases in accordance with the above laws and internal policies.

Skills and Abilities

- Ability to lead and manage and motivate a team.
- Ability to give directions and suggest new ideas and measures.
- Ability to ensure that the work is completed with limited instructions.
- Outstanding communication and analytical skills.
- Exceptional report writing skills with effective verbal and written presentation at all levels
- Exceptional Customer service skills.
- Impeccable attention to detail.
- Ability to write complex investigation and market assessment reports.
- Collaborative, team player, organizational and interpersonal skills.
- Excellent ability to delegate responsibilities while maintaining organizational control operations.
- Ability towards strategy formulation and implementation.
- Excellent written, oral, presentation and planning skills, combined with the ability to present conclusive findings to key stakeholders.
- Willing to travel to other locations.

Risk and Compliance

- Ensure FCCC follows all the regulatory requirements as required.
- Suggest improvements in processes to increase organizational effectiveness
- Developing strategies that work to minimize department risk.
- Timely submission of reports/information papers.
- All communication with stakeholders should be accurate and in line with the FCCC Customer Service Standards.
- Comply with FCCC's work policy (Human resource policy, Standard Operating Procedures) and any other relevant laws of Fiji

- Health and Safety at Work Act 1996 FCCC Act 2010

Key Challengers / Success Factors

Effective relationships with internal and external stakeholders are established and maintained to improve effectiveness and build confidence around matters relating to the FCCC. Develop and Implement industry best practices to achieve outcomes that are conducive to businesses as well as consumers.

Internal / External Relationships

Internal

- CEO, GM & all Managers.
- All staff.

External

- Relevant stakeholders & Other relevant Government Ministries and local Institutes

Authority Level

Financial Authority Level

Not Applicable

Human Resources

Through the Human Resources Self Service Portal (myHRhub), you are required to manage your personal details together with Leave Management, while ensuring the Organisational Human Resources Policies are followed at all times.

Proviso

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, Department Manager and Human Resources.

APPROVAL and ENDORSEMENT

Name of Incumbent	Date:	Signature:
Name of Department Manager	Date:	Signature:
Name of Manager Human Resources	Date:	Signature:

Note: These responsibilities are not exhaustive. From time to time it may be necessary to change the position requirements in response to the changing nature of our work environment, including technological requirements

or statutory changes. Such change may be initiated as necessary by your manager or General Manager and will be discussed with you.