

JOB DESCRIPTION

Incumbent Name:		Emp No:	
Job Title:	Area Enforcement Officer	Position Type:	Fulltime
Department:	Enforcement	Salary scale:	Band 4
Location:	FCCC Western Offices	Region	Western
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 Area 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 Area 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, receive and investigate complaints and handle day to day tasks as assigned.

Key Result Areas (KRA's)

- Attending to consumers, businesses, and stakeholders to clarify their issues.
- Assess and receive complaints which has merits or may have possible breach of Act.
- Investigate the complaints and resolving in a timely manner.
- Compile investigation reports with recommendations for further deliberations.
- Weekly, Monthly, Quarterly Enforcement and Compliance reports.
- Recommending correct and sound advice to FCCC.
- Rent Inspections.
- Market Surveillance, survey, investigations report on daily basis to be updated;
- Complete adherence to FCCC Act 2010;
- Maintaining work ethics are always adhered to during out on the field.
- Trader Inspections and investigations;
- Trader Awareness;
- Community and School Awareness;
- Tikina Meeting;
- Trader Counselling;

Key Accountabilities

- Assist the Senior and Enforcement Officer to coordinate & conduct price inspection by visiting various trader premises to ensure they comply with the requirements of FCCC Act 2010;
- Update the inspection work and protocols used for inspecting the Traders;
- Informed about latest developments within sectors e.g., retail, wholesale, and master price lists;
- Conduct trader price inspections for all the trader shops, including urban, rural, and outer islands areas as well.
- Educating and assisting traders on FCCC Act 2010 to comply with requirements and matters relating to pricing for control items and requirements for price control and non-price control items.
- Investigating consumer complaints to determine if there has been a breach of FCCC Act 2010;
- Ensure accuracy in providing and collecting prosecution evidences;
- Conduct cautioned interviews for traders warned for prosecution or for investigation purpose;
- Update Trader Files and all Files assigned under investigation including non-compliance traders;
- Attend Court proceedings or court cases;
- Assist Senior or Enforcement officer for administration work to write reports, collecting data, and assists them onsite inspections and tours;
- Assist in conducting and lead market surveys for any assigned tasks and provide a report;
- Updating relevant templates for records of breaches, inspections spot fined traders and any other assigned tasks;
- Assist in ensuring quality and accuracy in presentation during awareness to stakeholders and consumers.
- Participate in Provincial Council Meetings, Tikina Council Meetings and Advisory council meetings.
- Assist in the preparation of the annual work plan 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;
- Receive rent complaints and conduct investigation work on cases of possible breaches of the FCCC Act 2010 including the support work required in cases for prosecutions;
- Assist in the preparation of periodical updates to the Manager Enforcement as required by the FCCC in relation to the work for Rents.
- Assist in the price control investigations and trader inspections.

- Carried out Cautioned Interviews for Landlord and Traders;
- 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 and issues are rectified.
- 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.
- Ensure that Weekly, Monthly, Quarterly and Annual reports are compiled and sent to Senior Enforcement Officer. Discuss and improve the reports of FCCC through quality improvement tools.
- 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.
- Ensure Innovation and continuous improvement and business excellence strategies are implemented on a random basis to achieve the desired outcome of FCCC.
- Any other duties that may be assigned by the Supervisor.

Key Performance Indicators (KPI's)

1. Refer to Annual KPI set every financial year

Qualification

- Bachelors Degree in any business discipline.

Knowledge and Experience

- 1-2 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.
- A keen eye for detail and desire to probe further into data.
- 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 a 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.*