

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 is the primary investigator responsible for examining alleged breaches of the FCCC Act 2010 and all other relevant laws. This role requires strong technical investigation skills, knowledge of regulatory procedures, and the ability to manage cases from initial investigation through to prosecution. The officer works with moderate independence, provides tactical recommendations during investigations, mentors junior staff, and ensures that all enforcement actions are thoroughly evidence-based.

Key Result Areas (KRA's)

- Contribute to the achievement of departmental objectives as set out in the annual plan.
- Conduct investigations into matters of medium/ moderate complexity and support Senior Enforcement Officers in investigations into alleged breaches of the FCCC Act 2010 and all other relevant laws.
- Carry out Market monitoring, including inspections to ensure compliance
- Support Senior Enforcement Officers in achieving the Enforcement Department's key performance targets.
- Maintain accurate and timely records and provide information and reports to demonstrate progress toward departmental objectives.

Key Accountabilities

- Conduct investigations into assigned matters of complexity, evidence gathering, and report preparation in a timely manner and investigative support to Senior Enforcement Officers in matters involving alleged breaches of the FCCC Act 2010 and all other relevant laws.
- Ensure that all investigation activities are conducted in compliance with SOPs and completed in a timely and efficient manner.

- Participate in inter-agency enforcement initiatives and intelligence sharing.
- Manage stakeholder relationships including complainants, respondents, and third parties professionally
- Conduct inspections including rent inspections, market surveillance, and compliance monitoring in line with established procedures.
- Conduct assigned market inquiries, including data collection, analysis of market trends and trader practices, reporting findings, and supporting Senior Enforcement Officers in enforcement or compliance actions.
- Mentor or provide guidance to Assistant Enforcement Officers when assigned.
- Negotiate enforceable undertakings with businesses to remedy breaches and prevent recurrence
- Engage with industry sectors to promote voluntary compliance and educate on regulatory requirements
- Contribute to the development, review, and updating of policies and SOPs by providing practical insights from investigations and enforcement activities.
- Provide guidance to Assistant Enforcement Officers on investigations
- Assist the Seniors Enforcement Officers in training sessions for internal staff on investigation techniques and FCCC Act 2010
- Any other duties as and when required and in line with the FCCC Act 2010.

Key Performance Indicators (KPI's)

Refer to Annual KPI set every financial year

Qualification

A Bachelor's degree in Economics, Commerce, Business Administration, Audit or related discipline. Candidate with a minimum of 3 years or more extensive enforcement or regulatory experience may be considered in lieu of formal qualifications.

Knowledge and Experience

- Minimum of 3 years' experience in investigations, enforcement, or regulatory compliance with progressive responsibility or related fields
- Demonstrated ability to conduct investigations and inspections, including evidence gathering and documentation.
- Strong knowledge of the FCCC Act 2010, consumer protection laws and relevant consumer protection legislation.
- Ability to apply standard enforcement procedures, compliance checks, and monitoring activities.
- Understanding of regulated industries and sectors relevant to FCCC's mandate.
- Experience in liaising with traders, consumers, and internal stakeholders in the course of enforcement activities.
- Good understanding of market behaviour and pricing practices is desirable.

Skills and Abilities

- Sound analytical and investigative skills, including the ability to assess information, identify issues, and gather evidence objectively.
- Ability to work independently within defined parameters, while following direction and guidance from senior officers.
- Attention to detail and accuracy, particularly in evidence handling, record keeping, and report writing.
- Effective communication skills, both written and verbal, when engaging with stakeholders, businesses, and internal teams.
- Personal resilience and composure, particularly when dealing with complaints, inspections, enforcement actions, and difficult or confrontational situations.
- Investigation skills including evidence analysis, forensic document review, and interviewing
- Skills to manage multiple investigations and deliver to deadlines
- Ability to identify procedural risks and propose mitigation strategies.
- Negotiation skills to achieve compliance outcomes through enforceable undertakings
- Experience in MS Office, data analysis tools, and case management systems
- Ability to interpret and apply legislation and legal precedents.
- Time management and organisational skills, with the ability to manage multiple investigations and meet deadlines.
- Ability to work within timeframes, follow instructions, and manage multiple field activities

Risk and Compliance

- Carry out enforcement activities in accordance with the FCCC Act 2010, relevant regulations, price control orders, authorisations, and determinations.
- Apply established quality assurance processes to ensure investigation reports are accurate, complete, and supported by admissible evidence
- Identify and manage risks arising from enforcement activities, including procedural risks and potential appeals, and escalate issues as required
- Handle confidential information, evidence, and commercially sensitive data in accordance with FCCC policies and legal requirements
- Declare and manage personal conflicts of interest in line with FCCC procedures, escalating serious or perceived conflicts to senior officers
- Exercise enforcement powers lawfully, proportionately, and consistently with approved policies and procedures
- Comply with workplace health and safety requirements, ethical standards, and procedural obligations at all time
- Escalate systemic, novel, or high-risk legal or enforcement issues to the Manager Enforcement or Senior

Enforcement Officer promptly

- Maintain transparency and accountability through accurate, timely, and complete documentation of enforcement action
- Protect the integrity of investigations by adhering to proper evidence handling, storage, and chain-of-custody requirements

Key Challengers / Success Factors

Effective working relationships are established and maintained with internal teams and external stakeholders to support enforcement activities and build confidence in FCCC processes. The ability to apply established procedures and best-practice enforcement approaches contributes to fair, consistent outcomes that balance the interests of businesses and 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.*