FIJIAN COMPETITION & CONSUMER COMMISSION

## JOB DESCRIPTION

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| **Incumbent Name:** | | **Emp No:** | |
| **Job Title:** | **Digital Graphic Designer** | **Position Type:** | Fulltime |
| **Department:** | Operations and Corporate Services | **Salary scale:** | 4 |
| **Location:** | FCCC Suva Office | **Region** | Central/Eastern |
| **Directly Reporting To:** | 1. Manager Operations and Corporate Services<br>2. Senior Communications Officer<br>3. General Manager People, Culture and Corporate Service | **# 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 Digital Graphic Designer creates and maintains the FCCC's visual communication. The role designs and produces publications, awareness campaigns, digital and social-media content, infographics, video and branding collateral for every department, so that the Commission's regulatory, consumer-protection and competition messages are clear, accurate, accessible and consistently branded across print and digital channels.

The role is the FCCC's in-house design capability and the day-to-day custodian of the FCCC brand. It contributes directly to consumer awareness, stakeholder engagement, digital communication and the Commission's standing as a credible regulator and employer.

## Key Result Areas (KRA's)

Measures are agreed in the annual performance agreement. Indicative measures include:

- Requests delivered within the agreed turnaround; percentage of urgent requests met.
- Brand-compliance and accuracy of released material, including the number of post-release corrections.
- Requester and Executive satisfaction, measured through periodic feedback.
- Completion of planned publications and campaigns on schedule (e.g. annual report, campaign calendar).
- Maintenance of the template library and asset repository, and documentation of source files.
- Growth of digital content output and channel-ready formats against the communications calendar.

## Key Accountabilities

- Design and lay out the annual report, corporate and business plans, market-study and regulatory reports, guidelines, brochures and fact sheets.
- Prepare print-ready and web-accessible files; manage proofing cycles with content owners and external printers.
- Develop creative concepts and visual identities for consumer-protection, competition and price-related campaigns, in consultation with the commissioning department.
- Produce posters, banners, flyers, signage, outdoor and event material.
- Create social-media graphics, e-newsletters, web graphics and digital advertisements to the approved content calendar.
- Adapt content to each channel's specifications and support timely, reactive posts.
- Translate regulatory, market and complaints data into accurate, plain-language infographics and charts for public and Board audiences.
- Produce short explainers, campaign clips, event highlights and animated graphics, including basic editing, captions and export for each platform.
- Maintain the FCCC brand guidelines, template library (presentations, letterheads, forms, certificates) and design asset repository.
- Review material from other departments for brand compliance and advise on correct use of the logo, colors and typography.
- Keep source files organized, backed up and accessible for continuity.
- Operate the design request process: log, prioritise, schedule and report on requests, agreeing turnaround times with requesters and escalating conflicts to the line manager.
- Design training, induction, recruitment, staff-engagement and Executive Office presentation material.
- Obtain quotations and coordinate print and production suppliers within the Finance Manual and delegations.
- 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 line manager within the scope of the operations department.

## Key Performance Indicators (KPI's)

Refer to Annual KPI set every financial year

## Qualification

Certificate IV (Level 4) or Diploma in Graphic Design, Visual Communication, Multimedia Design or a related discipline from a recognized institution or professional certification in design, digital media or communications.

## Knowledge and Experience

- Up to 2 years of professional graphic design experience, which may include a structured internship or graduate trainee placement
- Demonstrated portfolio covering print, digital and social-media design
- Experience with Canva, Figma or similar collaborative design platforms
- Web content and e-newsletter platforms; basic photography, videography & animation
- Knowledge of accessibility and plain-language design principles
- Ability to produce or coordinate material in English, iTaukei and Fiji Hindi
- Familiarity with data visualisation practice
- Understanding of competition and consumer-protection concepts, or willingness to learn

## Skills and Abilities

- Advanced skill in Adobe Creative Cloud (Illustrator, Photoshop, InDesign)
- Working skills in video editing and motion graphics (e.g. Premiere Pro, After Effects)
- Sound understanding of print production, color management and file preparation
- Proficiency in Microsoft 365, especially PowerPoint
- Ability to interpret a brief, ask the right questions and produce accurate, compelling visual communication
- Attention to detail and quality under time pressure; can manage several requests at once
- Clear written and verbal communication with non-designers at all levels
- Understanding of Fiji's cultural and linguistic diversity when preparing public material
- Handles confidential drafts responsibly, respects brand and copyright rules and represents the Commission with credibility.
- Understands what each department is trying to achieve and delivers usable, on-time work.
- Explains design choices simply, accepts feedback constructively and works well across departments.
- Checks accuracy, spelling, data and formats before release; keeps consistent standards across channels.
- Prioritizes competing requests, adjusts to reactive demands and learns new tools and formats quickly.

- Proposes fresh, effective ways to present regulatory information and improves templates and processes.

## Risk and Compliance

- Reproduce figures, legal references and regulatory wording exactly as supplied by the content owner; obtain written sign-off from the commissioning department (and Legal where required) before release. A regulator's own material must never mislead.
- Use only licensed fonts, stock images, music and software; record sources and licence terms; obtain releases and attributions for third-party content.
- Obtain consent before using photographs or video of staff, complainants or members of the public, and handle personal information in line with FCCC policy and applicable law.
- Apply the FCCC brand guidelines consistently; escalate off-brand requests, sensitive campaign messages and social-media content that could carry reputational risk to the line manager before publishing.
- Design for legibility and plain language, with appropriate contrast and text alternatives; use imagery and language that are inclusive and culturally respectful, in line with FCCC gender equality, disability and social inclusion commitments.
- Raise printing and production quotations in line with the Finance Manual and delegations; never commit the Commission to a supplier or cost without approval.
- Keep final and source files, version history and approvals in the designated repository so that published material can be traced and reproduced.
- Comply with the FCCC Code of Conduct; declare any conflict of interest; do not use FCCC assets, templates or time for outside design work without written approval.
- Use generative-AI or online design tools only as permitted by FCCC ICT and information-security policy, and never upload confidential or unpublished material to public tools.

## Key Challengers / Success Factors

- Uses a transparent request and prioritization process, with agreed turnaround times
- Communicates early when demand exceeds capacity and escalates conflicts to the line manager
- Asks the right questions at the briefing stage and confirms accuracy with content owners
- Applies plain-language and data-visualization good practice without losing meaning
- Maintains and applies the brand guidelines, template library and asset repository
- Brings new ideas and formats within the approved brand
- Documents processes and keeps organized, backed-up source files
- Works with Communications and ICT on cross-cover and supplier back-up for absences and peaks
- Delivers reliable, high-quality work and is approachable and responsive

- Understands the FCCC's mandate and builds strong working relationships with each department

## Internal / External Relationships

**Internal**

- Chief Executive Officer
- GM
- All staffs

**External**

- Suppliers
- Media partners

## Authority Level

**Financial Authority Level**

Not Applicable

**Role Accountability**

- Works largely independently against agreed briefs and deadlines; takes day-to-day creative and technical decisions on layout, typography, color and format within the FCCC brand guidelines.
- Accountable for the accuracy of the visual representation of content supplied by content owners and for confirming final sign-off from the commissioning department before publication.
- Accountable for the security and integrity of design files, including confidential material such as draft Board and regulatory documents, in line with FCCC confidentiality obligations.
- Holds no financial delegation. Supplier quotations and orders are raised in line with the Finance Manual and approved by the appropriate delegate.
- Brand-level changes (logo, identity, house style) require approval of the department manager and Executive Management.

## 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 Organizational 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

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| 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 Immediate Supervisor** | **Date:** | **Signature:** |
| **Manager Human Resources Name** | **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*.