

## JOB DESCRIPTION

|                               |                                                         |                       |                                 |
|-------------------------------|---------------------------------------------------------|-----------------------|---------------------------------|
| <b>Incumbent Name:</b>        |                                                         | <b>Emp No:</b>        |                                 |
| <b>Job Title:</b>             | Senior Enforcement Officer                              | <b>Position Type:</b> | Fulltime                        |
| <b>Department:</b>            | Enforcement                                             | <b>Salary scale:</b>  | Band 6                          |
| <b>Location:</b>              | FCCC Central/Western/Northern Office                    | <b>Region</b>         | Central/Western/Northern Office |
| <b>Directly Reporting To:</b> | 1. Manager Enforcement<br>2. General Manager Regulation | <b># Of Reports:</b>  | 36                              |

### 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 Senior Enforcement Officer is an operational role responsible for managing high-profile investigations, supervising a team of enforcement officers, and providing strategic input into enforcement priorities, and policy. This role requires advanced investigation expertise, leadership capability, and strong legal understanding and strong analytical reporting skills. The role ensures enforcement actions are thorough, within relevant procedures, accurate, efficient and strategically aligned with FCCC priorities and deliver effective compliance outcomes. The position also plays a key role in capability development of the enforcement team. The purpose of the Senior Enforcement Officer is to lead the enforcement of the FCCC Act 2010 and all other relevant laws by enforcing the provisions and ensure compliance, carrying out investigations and enforcement action for any breaches noted.

### Key Result Areas (KRA's)

- Achievement of Department Output as per annual plan.
- Lead complex and high-profile investigations involving significant public interest, legal complexity.
- Ensures quality assurance for all investigations conducted in accordance with the standard operating procedures (SOP) and applicable policy.
- Ensure enforcement cases are managed in a timely manner in accordance with SOP and legislative provisions whilst maintaining high-quality investigation reports and records.

- Develop enforcement strategies, policies, frameworks and enforcement priorities.
- Promote stakeholder engagement in compliance.
- Build enforcement capability through training, coaching, and professional development of the department.
- Enforcement and market data is accurate and current and is analyzed to quantify non-compliance and target enforcement effort on a risk basis.
- Responsible for preparing high-quality reports, board papers and submissions are accurate, evidence-referenced, timely, and capable of withstanding legal, audit and stakeholder scrutiny.
- Knowledge of data management and performance measures
- Proficient in Microsoft excel and reporting tools
- Ability to manage multiple reporting deadlines
- Strong written and verbal communication

### **Key Accountabilities**

- Assist Manager in the overall operational, budgetary and financial responsibilities and activities of the Department.
- Assist Manager when delegated, complaint screening, Triage and assessment warranting jurisdiction, priority, and investigation of complaints.
- Lead investigations into complex cases involving multiple respondents, cross-jurisdictional issues, or significant economic impact.
- Lead market monitoring including inspections to ensure compliance.
- Manage enforcement cases aligning with the relevant SOP and relevant policies as per the timeline.
- Collect, clean, consolidate and verify enforcement data from complaints, inspections, market surveillance, price and rent monitoring, and FCCC information systems, maintaining a single reliable source of truth for the Department.
- Perform quantitative analysis of enforcement and market data, including trend, comparative, time-series and exception analysis, to establish the scale, frequency and impact of non-compliance.
- Prepare data analysis reports, dashboards and visualizations to support weekly, monthly, quarterly and annual reporting, ensuring all figures are reconciled and traceable to source records.
- Maintain proper records to support the reporting requirements
- Translate analytical results into practical enforcement recommendations, including proposed interventions, sector targeting and allocation of departmental resources.
- Liaise with the Department on data access, system reporting requirements, shared datasets and improvements to data capture.
- Coach and quality-check Enforcement Officers on accurate data capture, record keeping and basic analysis,

so that departmental data is reliable at the point of collection.

- Ensure enforcement processes comply with FCCC's governance frameworks, internal controls, and decision-making protocols.
- Oversee the quality and completeness of departmental reports, investigation files, and enforcement submissions.
- Provide quality assurance review of investigation reports, ensuring legal sufficiency and evidentiary rigor
- Lead negotiations of complex enforceable undertakings with businesses and their legal representatives
- Coordinate with FCCC Legal team on prosecution strategy, evidence disclosure, and court proceedings
- Take lead role in special investigations in line with the provisions of the FCCC Act 2010.
- Analyze enforcement outcomes and trends to identify systemic compliance issues and emerging risks
- Contribute to development of enforcement policies, SOPs and best practice guidance
- Provide input into annual enforcement priorities based on market intelligence and compliance trends
- Supervise, mentor, and conduct performance management for 6-8 Enforcement Officers and Area Enforcement Officers
- Design and deliver training programs for enforcement staff on investigation techniques and technical skills
- Monitor enforcement KPIs and prepare regular reports on enforcement outcomes for Manager Enforcement
- Lead inter-agency enforcement initiatives and represent FCCC in multi-agency investigations
- Engage with industry peak bodies, government agencies, and international regulators on enforcement cooperation
- Respond to escalated complaints and manage stakeholder issues involving enforcement actions
- Identify and manage risks associated with enforcement actions and escalate novel issues to Manager/Risk Officer
- Contribute to continuous improvement of enforcement systems, processes, and technology
- Support Manager Enforcement in budget planning, annual planner, resource allocation, and strategic planning
- Any other duties as and when required and in line with the FCCC Act 2010.

### **Key Performance Indicators (KPI's)**

1. Refer to Annual KPI set every financial year

### **Qualification**

A Bachelor's Degree in Economics, Commerce, Business Administration or a related field is preferred. Candidates with a minimum of 5 years or more extensive enforcement or regulatory experience may be considered in lieu of formal qualifications.

### **Knowledge and Experience**

- Minimum of 5 or more years of experience in investigations, enforcement, or regulatory compliance with progressive responsibility
- Demonstrated experience leading complex investigations and enforcement activities.
- In-depth knowledge of FCCC Act 2010, consumer protection laws and consumer protection provision.
- Strong understanding of the regulated industries
- Knowledge of enforcement strategy development and risk-based compliance approaches
- Experience in stakeholder management including dealing with senior executives, legal counsel, and government officials
- Understanding economic analysis and market behavior is highly desirable
- Training in advanced investigation techniques, leadership, or project management is an advantage

### **Skills and Abilities**

- Strong analytical and strategic thinking skills with ability to assess complex legal, economic, and policy issues.
- Exceptional written communication skills including writing, policy development, and executive reporting
- Strong verbal communication skills including negotiation, advocacy, and stakeholder engagement at senior levels
- Leadership and people management skills including coaching, performance management, and team development
- Strong investigation skills including complex evidence analysis, forensic document review, and expert interviewing
- Sound judgment and decision-making with ability to balance policy, and strategic considerations
- Project management skills to manage multiple complex investigations and deliver to deadlines
- Ability to identify procedural risks and develop mitigation strategies.
- Strong negotiation skills to achieve compliance outcomes through enforceable undertakings.
- Proficient in MS Office, data analysis tools, and case management systems
- Ability to interpret and apply complex legislation and legal precedents.
- Resilience, integrity, and ethical leadership
- Excellent organizational skills and ability to manage competing priorities

### **Risk and Compliance**

- Ensure all enforcement activities comply with FCCC Act 2010 and relevant regulations including the price control orders, Authorisations and Determination
- Maintain quality assurance systems to ensure investigation reports are legally sufficient and evidence is

admissible.

- Identify and manage risks in enforcement actions including potential judicial review or appeals.
- Ensure proper handling of confidential information, protected disclosures, and commercially sensitive data.
- Manage conflicts of interest within the enforcement team and escalate serious conflicts
- Ensure enforcement powers are exercised lawfully, proportionately, and in accordance with FCCC policies
- Maintain professional supervision of team to ensure compliance with Health and Safety, ethical standards, and procedural requirements
- Escalate systemic legal or compliance issues to Manager Enforcement immediately
- Ensure transparency and accountability in enforcement decision-making through proper documentation
- Protect integrity of investigations through robust evidence handling and chain of custody procedures
- Manage reputational risks associated with high-profile enforcement actions

### **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**

The incumbent will be responsible for ensuring that activities undertaken by him/her are well within the budgetary allocation for such items and FCCC's financial regulation.

#### **Decision Authority Level**

Refer to Standard Operating Procedures

### **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**

|                                        |              |                   |
|----------------------------------------|--------------|-------------------|
| <b>Name of Incumbent</b>               | <b>Date:</b> | <b>Signature:</b> |
| <b>Name of Department Manager</b>      | <b>Date:</b> | <b>Signature:</b> |
| <b>Name of Manager Human Resources</b> | <b>Date:</b> | <b>Signature:</b> |

**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.*