



Pacific Islands Tax Administrators Association

ROLE DESCRIPTION

<u>Job Title:</u>	Training Coordinator/ Office Administrator	<u>Report To:</u>	Head of Secretariat
<u>Duration of Term:</u>	3 years	<u>Base Salary:</u>	FJD 45,000.00
<u>Date Review:</u>	9 th December 2019		

About our Organization

The Pacific Islands Tax Administrators Association (PITAA) was initiated in May 2003. PITAA was established for tax administrators to address tax issues most relevant to them and promote closer cooperation and coordination, information sharing, promote international standards best tax practices, enhance skills, and encourage development of high tax professionals.

Objective

The Training Coordinator is responsible for assessing PITAA's capacity developmental needs and providing tailor made training to meet identified needs. The incumbent will be responsible for the Human Resources function, coordination of the PITAA Annual Heads Meeting, stakeholder engagement and the daily administration of the Secretariat. This position reports to the Head of Secretariat.

Outcomes

1. Organizational Stakeholders
 - Training Function Successfully Carried Out
 - Effective oversight of all training requirements to achieve business objectives
 - Development and implementation of the PITAA Secretariat Capacity Building strategy ensured.
 - Training policies and procedures are effectively developed and maintained.
 - ❖ Preparing and maintaining all planning, reporting and evaluation templates and procedures.
 - ❖ Policies and procedures are constantly reviewed as and when

necessary to ensure it remains relevant to PITAA's organizational training needs and requirements.

- ❖ Effective oversight of Training Policy implementation ensured.
- Effective monitoring and evaluation of all trainings coordinated or organized through the Secretariat ensured.
- Effective knowledge management is ensured.
- All training materials and facilities related to PITAA coordinated trainings are managed and maintained.
- Training budget in support of the PITAA's Training Business Plan completed collaboratively with the Finance Officer.
 - ❖ Prepare, monitor, and control budget.
- Travel arrangements for local and overseas training are facilitated.
- Supervisors and managers assisted in training & development needs of staff.
- Supervisors and managers assisted in the review of the staff training programs, performance & feedback provided when appropriate
- Appropriate training arranged as and when required
- Training work processes reviewed and updated in collaboration with Head of Secretariat.
- Training database and regional expert database are effectively maintained.

2. Effective Training Plans Developed and Successfully Delivered.

- Efficient execution of the Training Needs Analysis through collaboration with all relevant stakeholders ensured.
- Training Plan compiled efficiently and effectively with input from all stakeholders.
 - ❖ Training Plan endorsed by the Head of Secretariat.
- Training Plan submitted for records and information.
- Changes (if any) to the Training Plan effectively assessed and efficiently communicated to all appropriate stakeholders.
- Training outlined in the Training Plan effectively carried out with Variance Reports submitted where appropriate.
- Employees training requirement fulfilled in Training Plan delivery.
- Timely training reports by staff ensured and recommendations therein effectively assessed for implementation in consultation with line managers.
- Contractual arrangements with external service providers for effective and timely provision of training services to PITAA efficiently managed.

3. Efficient Human Capital Management

- Staff personal records and contractual periods are managed and maintained
 - ❖ Records are filed and stored appropriately for ease of retrieval

- Recruitment and resignation processes are effectively carried out in adherence to the organizations policies and procedures
 - Staff leave and attendance databases are effectively managed and maintained
 - ❖ Staff leave forms are prepared and submitted for approval
 - ❖ Attendance register is constantly monitored and updated
 - Staff disciplinary actions are professionally managed according to set policies and procedures
4. Successful Coordination of PITAA Annual Heads Meeting
- Effective Communication with all relevant stakeholders ensured.
 - ❖ Host Country
 - ❖ PITAA Delegates and Observers
 - ❖ Presenters
 - Pre-visit to host country is effectively conducted.
 - All relevant meeting documents are prepared in a timely manner.
 - ❖ Meeting Agenda is drafted and PITAA Secretariat papers are drafted in consultation with the Head of Secretariat.
 - ❖ Meeting Chair's talking points are thoroughly prepared.
 - ❖ Meeting Communique and Minutes are prepared post meeting and disseminated accordingly.
 - Travel plans for the PITAA Secretariat are prepared and submitted.
5. Robust Stakeholder Engagement Ensured.
- Relationship with existing and potential PITAA Stakeholders and donors are created and maintained
 - Stakeholder database is effectively managed
 - Stakeholder analysis is undertaken, and advice provided to the Head of Secretariat
 - Assistance provided with management of stakeholder meetings and events
 - Travel plans for stakeholder meetings / workshops are prepared.
 - Members annual survey and satisfaction surveys effectively facilitated.
6. Effective Delivery of Administrative Duties
- All administrative duties relating to the operations of the PITAA Secretariat are effectively managed and maintained
 - Financial responsibilities are met on time with proper record-keeping
 - All office files and database(s) are constantly updated and maintained
 - Frequent updates are provided to PITAA members using the PITAA Quarterly Newsletter, PITAA Website and email correspondence

7. Teamwork and Cooperation

- Cooperation within the team and greater function / department encouraged
- Cooperation across functions / departments ensured
- Collaboration and leadership to achieve relevant organizational targets and goals
- Other related duties assigned by the Team Leader HR effectively and efficiently addressed

8. Timely, Relevant, and Compliant Report.

- All internal and external (if any) reporting requirements fully understood and correctly executed
 - ❖ Robust and relevant periodic reports prepared and submitted. This includes monthly training reports submitted to the relevant stakeholders and stakeholder reports
 - ❖ Superiors provided with useful information combined with analysis and interpretation, for the purpose of decision making
 - ❖ Ad-hoc information request by superiors addressed in a timely manner

9. Organization's image and value standards demonstrated and promoted

- Collaborate with other teams in the organisation for the benefit of the organisation
- Monitor and encourage team members to uphold image and value standards
- Uphold and demonstrate the organisation's image and values.

Responsibilities - Critical Competencies

Competence	Description
Business	
Planning	Develop a detailed work plan to achieve specified objectives.
Resource Management	Organize, prioritize, and allocate resources to achieve the team / work unit's established outcomes.
Systems and Procedures	Undertake defined modifications/reviews to procedures; draft manuals/instructions.
Information Analysis	Investigate topic by sourcing, analyzing, investigating, and interpreting data.
Documentation	Present information in a report that explores the links between the issues and draws conclusions.
Communication	Adapt communication techniques to suit different audiences, handle complex and /or sensitive topics.

Competence	Description
Customer	
Commercial Focus	Analyze the cost aspects of a work area / project and determine its commercial viability
Relationship Building	Build long-term relationships working as a trusted advisor.
Quality Focus	Monitor/audit quality standards: provide guidance and direction to staff on quality standards.
Social and Cultural Awareness	Use knowledge of cultures and social differences to provide services sensitive to the individual.
People	
Team Orientation	Assemble teams with different talents, interests, and background to create synergy.
Facilitation	Ensure work delegated is completed in an effective and timely manner, accepts accountability.
Problem Solving	Identify the important issues and select an established procedure to address the problem
Innovation	Create initiatives that impact on job efficiency and objectives across different work units/organization
Learning	Monitor employee development and align training and development to meet the organizational goals.
Professional	
Technical Strength	Identify and analyze the problem or issue and match it with an established technical solution.
Compliance	Provide advice on compliance that requires an interpretation of the laws and regulations.
Technology Application	Leverage technology to achieve work objectives more efficiently

Qualifications

Qualification	Discipline
Preferred	
Degree	Business, Economics, Management, International Relations, and Diplomacy.

Work Knowledge and Experience

- Have at least 3 – 5 years of progressive experience in the relevant field(s).
- Highly organized and can work under pressure and multi-task
- Effective verbal and written English communication skills.
- Strong interpersonal skills.
- Possess the ability to work in a team-oriented environment with stringent, competent, and changing deadlines.
- Self- directed and works under minimum supervision.
- Able to gather relevant information and present it with clarity and objectivity.
- Knowledge and experience in training methodologies, e-learning systems, and computing programs.
- Proven experience in effective and efficient office administration.
- Understands quality standards and able to develop action plans to meet these standards.

Requirements

Language Proficiency

Excellent command of English

Regulatory Compliance Requirements

Police Clearance

Medical Clearance

Interactions

Internal

- All Staffs
- Head of Secretariat
- PITAA Executive Committee
- Heads of Administrations

External

- Statutory Authorities
- Suppliers
- Local, Regional, and International Donors and Counterparts

Attributes

Behavioural Styles	
Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
Innovative	Devises new and creative ways to do things comes up with original ideas.
Punctuality	Completes a required task or fulfills an obligation before or at a previously designated time
Innovative	Devises new and creative ways to do things comes up with original ideas.
Interpersonal Styles	
Forthright	Speaks out frankly without hesitation, showing a direct manner.
Perceptive	Shows keen insight and understanding of issues or situations.
Self-sufficient and assured	Readily copes with situations without recourse/need of others, showing confidence and belief in oneself and one's own abilities.
Team Oriented	Enjoys being with others as part of a group or team.
Thinking Styles	
Analytic	Able to separate things into their constituent elements to study or examine them, draw conclusions, or solve problems.
Initiative	Acts and makes decisions without the help or advice of other people.
Well organised	Controls tasks in a well thought out and critical manner.

REMUNERATION PACKAGE – TERMS AND CONDITIONS

Duty Station	84 Harris Road, Suva, Fiji
Duration	3 years
Salary	Base Salary is FJD 45,000.00 per annum
Term	Appointment is subject to a satisfactory medical examination, as well as a 6 months' probationary period.
Housing Allowance	No Housing Allowance is provided
Education Allowance	No Education Allowance is provided
Superannuation	Entitled to an employer superannuation payment with the Fiji National Provident Fund as per Fijian Laws. The employee is also required to make a compulsory deduction as per Fijian Law.
Insurance	The PITAA Secretariat will provide medical insurance
Annual Leave	21 working days per annum
Sick Leave	20 working days per annum
Maternity Leave	98 consecutive days
Paternity Leave	10 working days
Family Care Leave	5 working days
Compassionate Leave	5 working days
Public Holidays	In accordance with Fiji Public Holiday
General	Appointment will be under the terms and conditions of the PITAA Secretariat's HR Policy, a copy of which will be made available to the successful applicant.