



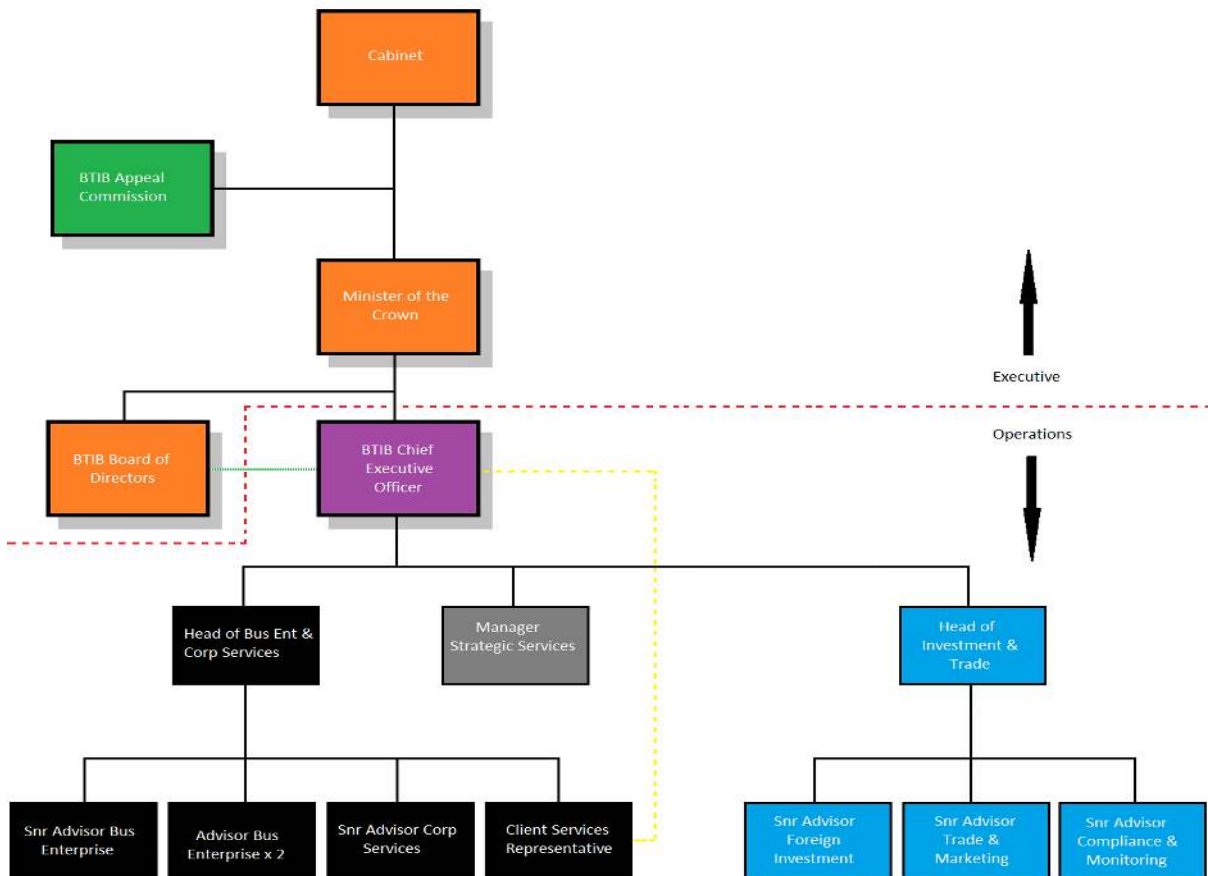
JOB DESCRIPTION

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|----------------------------|---|
| Job Title: | Snr Advisor Compliance & Monitoring |
| Division: | Business Investment & Trade |
| Responsible To: | Head of Business Investment & Trade |
| Responsible For: | N/A |
| Job Purpose: | Supports the Divisions regulatory and operational responsibilities that provide foreign and local business investment opportunities and trade activities including foreign investment advice, capacity development and related business services that target and meet the needs of foreigners and locals and their business aspirations aligning with national and ministerial priorities |
| Job Classification: | Function: Business Services Jobwise Code () [Inserted after evaluation exercise] |
| Date updated: | 2019 |

AGENCY VISION

“Economic growth and prosperity for the people of the Cook Islands”

ORGANISATIONAL STAFFING STRUCTURE





KEY RESULT AREAS (KRAS)

| KRAs for this position (maximum of 6) 1. Foreign Direct Investment 2. Compliance Activity 3. Monitoring Activity 4. Capacity development 5. Additional Responsibilities | Key Performance Indicators (use SMART principles) |
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| <p><u>KRA1: Foreign Direct Investment</u></p> <ul style="list-style-type: none"> a) Ensure that Work & Residence Permit renewals follow a process that is robust and unambiguous b) Leads the renewals process of approved registered foreign entities to ensure application criteria is correct and accurate c) Take the lead in reviewing and responding to investment enquiries, applications and information d) Cross referencing with the national Company registry at the Ministry of Justice, e) Take the lead in the preparation of documents for legal advice and/or prosecution f) Provide professional assistance and support that is timely, clear and unambiguous in the review of and processing of all foreign investment related applications g) Assist the divisional head in setting annual FDI targets for the division | <ul style="list-style-type: none"> a) Regular reviews of process are calendared that identifies processes for improvement b) Renewals process scheduled which follows organisation standards with no adverse feedback c) A compliance and monitoring database that captures data for analyses is established d) FDI database cross referenced with Company register and any anomalies are marked for follow up according to priority e) Process for legal advice sought and established and legal actions confirmed with divisional head f) All foreign investment applications processed and submitted to the board with no ambiguities g) Annual targets for the FDI are set and clear to all staff with ongoing review of plan scheduled |
| <p><u>KRA2: Compliance Activity</u></p> <ul style="list-style-type: none"> a) Ensure that complaints concerning foreign enterprises and shareholders are responded to efficiently b) Take the lead in investigating complaints regarding foreign enterprises and levy exemptions c) Review the Foreign Investment/ Monitoring & Compliance manuals and ensure that all work activity follows these guidelines d) Schedule random and regular site visits to ensure that businesses are operating within the terms and conditions of their approval e) Ensure that breach of approvals are properly investigated and enforcement action taken where evidence is irrefutable | <ul style="list-style-type: none"> a) A complaints register is established and activities are dealt with in a timely manner and entered onto the register for the purpose of data analysis and remediation b) Timelines and milestones set and feedback to clients complaints from shareholders and foreign enterprises are managed c) Schedule of planned calendar reviews set d) A table of visits is scheduled according to importance and resource availability in line with |



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| | <p>business plan deliverables</p> <p>e) All applications and complaints filed as per the process and managed in line with established standards</p> |
| <p>KRA3: Monitoring Activity</p> <p>a) Ensure that a monitoring framework is established that provides the means to keep a watching brief on foreign entities and their activities according to their application</p> <p>b) Monitor, review and follow-up on all approved registered foreign entities and concessions</p> <p>c) Process monitor and follow up of annual returns for registered entities in a timely manner</p> | <p>a) Established framework set that allows the assigning of priority work and provides data in real time for analyses and reports for the divisional head</p> <p>b) Options regularly reviewed and recommendations to the divisional head on how the current utilisation of own resources may affect the proper delivery of administration services to divisions</p> <p>c) A process set up which identifies those investors who are in default and or need assistance to meet their responsibilities</p> |
| <p>KRA4: Capacity Development</p> <p>a) Takes the lead in ensuring that a partnering arrangement is developed with the other BTIB divisions that focuses on improving delivery of similar services to stakeholders rather than operating in isolation of each other</p> | <p>a) Schedule of calendared meetings established with the other divisions to set the conditions for managing and sharing of information and combining resources to meet each other's deliverables</p> |
| <p>KRA5: Additional Services</p> <p>a) Provide regular feedback and updates to the divisional head on a regular basis</p> <p>b) Contribute towards the provision of information for monthly division reports</p> <p>c) Provide analysis/reports/information/advice to the board in a manner that allows the Board to make sound decisions</p> <p>d) Leads the development of a fit for purpose user friendly Foreign Investment database</p> <p>e) Provide divisional support in the development of stakeholder surveys</p> <p>f) Compile, collate and provide statistical analysis reports with recommendations on survey data collected to the divisional head</p> <p>g) Leads in the analyses and reports from the database on the status of Foreign Investment in the economy and ensure that all information on the database is kept confidential, is accurate, has supporting documents and the supporting documents are well referenced and filed accordingly</p> <p>h) Assist in the collection, compilation, analysis and distribution of compliance business information regarding the carrying out of foreign business in the Cook Islands</p> | <p>a) Regular report on work tasks to is given every Monday at team briefings and followed up with email</p> <p>b) Regular report at divisional meetings is given every Monday at team briefings and followed up with email</p> <p>c) Regular reports are provided in such a way that the Board is able to make sound decisions</p> <p>d) Ensured that technological issues encountered with the database are reported immediately to the divisional head for review and remediation</p> <p>e) Establishes survey material and data analysis</p> <p>f) Designed, developed and implemented statistical</p> |



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| | <p>models for research that enables the identification of solutions based activities</p> <p>g) Provides an interpretation of survey material provides a satisfaction gauge which informs the business decision making of the divisional head</p> <p>h) Newsletter and other compliance business information is distributed to stakeholders on a monthly basis.</p> |
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WORK COMPLEXITY

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| <i>Indicate most challenging problem solving duties typically undertaken (3-4 examples):</i> | |
| 1 | Challenging priorities amongst stakeholders – Facilitating stakeholder meetings who have conflicting priorities and managing their competing priorities. |
| 2 | Alignment of divisional strategies to Board, Ministerial and National priorities – Developing strategies based on a consideration and allocation of conflicting staff, work, resource and timing priorities |
| 3 | Foreign Investment research, collating and analysis capacity - – Developing a programme of research from published papers from various well-known and obscure sources for data analysis and putting together recommendations for action. |
| 4 | Local business awareness-raising across the community – Developing roadshows and workshops which take account of stakeholder language, remoteness, education level and social strata |

AUTHORITY

Authority levels expressed in terms of routine expenditure, granting loans, and recruiting and dismissing staff. (*Explain the authority if any*)

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| Financial | No |
| Staff | No |
| Contractual | No |

FUNCTIONAL RELATIONSHIPS

The requirement for human relations skills to dealing with other personnel and external contacts. (*List the external and internal types of functional relationships*)



| Internal | Nature of Contact | External | Nature of Contact |
|-------------------------|---|---|---|
| Head of BTIB | <i>Medium - Reporting, advisory</i> | Public | <i>Minimal - Advisory</i> |
| Divisional Heads | <i>Medium - Supporting, advisory</i> | Other Government Agencies and Stakeholders | <i>Minimal – Routine, Advisory, Specialised information Partnering arrangements</i> |
| All Staff | <i>Medium - Leading, supporting, facilitating, advisory</i> | | |

QUALIFICATIONS (OR EQUIVALENT LEVEL OF LEARNING)

Level of education required to perform the functions of the position. This combines formal and informal levels of training and education.

| Essential: (least qualification to be competent) | Desirable: (other qualifications for job) |
|---|---|
| <input type="checkbox"/> BSocSci, BA, BCom, LLB, BBS, | <input type="checkbox"/> A relevant undergraduate degree in social sciences, business or administration |

EXPERIENCE

The length of practical experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education.

| Essential: (least number of years to be competent) | Desirable: (target number of years you are looking for) |
|--|---|
| <input type="checkbox"/> A minimum of seven (7) years relevant work experience at an advisory portfolio level <input type="checkbox"/> Experience in law enforcement and investigative techniques <input type="checkbox"/> Experience in the use databases <input type="checkbox"/> High level of accuracy <input type="checkbox"/> Highly developed written and oral communication skills in both English and Cook Islands Maori <input type="checkbox"/> Proven ability producing reports | <input type="checkbox"/> 10 years or more at an advisory position with at least 3 years or more in a senior position with proven demonstrable experience in the essential competencies required for the role. <input type="checkbox"/> Knowledge and understanding of the institutional, legal and policy frameworks at national and local level |

KEY SKILLS /ATTRIBUTES/JOB SPECIFIC COMPETENCIES

| Level of ability required for the job | |
|---------------------------------------|--|
| Expert | 1. Written and oral communication skills in English 2. Investigative methodologies |
| Advanced | <input type="checkbox"/> Proficient in the use of the Microsoft Office suite software <input type="checkbox"/> Proficient in the use of accounting software packages <input type="checkbox"/> Customer services <input type="checkbox"/> Legal compliance process <input type="checkbox"/> In-depth knowledge of institutional, legal and Government policy frameworks |



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| Working | <ol style="list-style-type: none">3. Planning, budgeting, reporting and project cycles4. Effective communication skills5. Annual reporting6. Understanding of local business issues7. Working knowledge of Cook Islands Maori |
| Awareness | <ul style="list-style-type: none"><input type="checkbox"/> Networking effectively<input type="checkbox"/> Some knowledge of Government frameworks<input type="checkbox"/> NGO/CSO/Local Business engagement at Government level |

CHANGE TO JOB DESCRIPTION

Changes to the Job description may be made from time to time in response to the changing nature of the Agency work environment - including technological or statutory changes.

Approved:

CEO/Manager

Date

Employee

Date