



JOB DESCRIPTION

POSITION:	Executive Director
REPORTS TO:	Executive Committee/Board of Outsource Fiji
LOCATION:	Suva, Fiji
EMPLOYMENT TERM:	3 Year Fixed Term Contract

BACKGROUND

Outsource Fiji (also known as the BPO Council of Fiji) is the industry body that guides and ensures the development of the BPO industry in Fiji.

In 2017, Fiji's stakeholders kick-started the formation of the Fiji BPO Council (BPOC), also known as Outsource Fiji. Outsource Fiji is the industry body that guides and ensures the development of the outsourcing industry in Fiji. The BPO Council is headed by the private sector and has governmental support from the Ministry of Commerce, Trade, Tourism and Transport, Investment Fiji, and Fiji Commerce and Employers Federation.

JOB PURPOSE

The purpose of this role is to manage the affairs of Outsource Fiji Secretariat effectively and efficiently and respond to the needs of the Members on a timely basis and within available resources.

KEY ACCOUNTABILITIES

1. Corporate Governance

- Report and be accountable to the Outsource Fiji (OF) Board for the leadership, delivery, effective management and monitoring of the OF Secretariat and services to its members.

- Keep the Board, Committees and Members apprised and engaged with key strategic and organizational issues and advise the Board on organisational risks and legal matters.
- Oversee the strengthening of organisational policies and systems that enhance transparency and accountability e.g. procurement processes.
- Ensure that the organization meets all its legal and regulatory obligations.

2. Organisational Leadership

- Lead the Secretariat Team in the development and implementation of strategic and operational plans.
- Be an active member of committees and working groups to define common strategies, plans and operational models for Outsource Fiji and its Members.
- Oversee the operations of the OF Secretariat to deliver effective management, mobilisation, and deployment of the operational functions - including Finance, HR, Marketing and Administration - to enable the delivery of sustainable, high-quality, and efficient services.
- Ensure that the Secretariat operationalises and enables new ways of working to support efficiency and effectiveness of its services to Members.

3. Management of Secretariat

- Assume overall responsibility for the financial health of the organization and ensure that appropriate financial and auditing systems are in place.
- Ensure that organizational risks, especially those that could threaten the organizations reputation, operational viability and security, are identified/ anticipated, monitored and managed, with systems in place to effectively mitigate them.
- Provide the Board with information, research and innovative thinking contributing to the development of the Strategic Plan.
- Manage development of OF Annual Work Plan based on OF objectives and priorities.
- Implement Annual Work Plan activities on time, within budget.
- Monitoring & evaluation of planned Activities and/or events with regular reporting on outcomes to the Board and Members

4. Service Delivery

- Enhance OF Memorandum of Agreement on Information Sharing (MoA) by co-ordinating relevant Meetings and activities for Members.
- Manage Research Plan to ensure advisory services provided by OF is relevant and evidence based.
- Manage the delivery of agreed Annual workplan activities

5. Organisational Commitment and Health & Safety

- Develop and cultivate an organizational culture that motivates staff, in which individuals frequently evaluate, learn, develop and improve their own performance and the performance of the organization, ensuring team cohesion and the delivery of effective results.
- Foster and support capacity building initiatives within the OF Secretariat as well as its members.
- Actively promote a safe and healthy work environment.

6. Communications and Stakeholder Engagement

- Represent OF and its members within Fiji and internationally, working with internal and external audiences to influence and inform decision makers at the highest levels, and build alliances and networks with business partners locally and internationally.
- Positive representation of OF and its members is achieved with Government, international and regional bodies.
- Oversee all internal and external communications of OF.

7. Board Secretary

- Support all Board decision-making and perform secretarial duties at Board and Board Committee meetings including draft agenda, take accurate minutes and record all resolutions/decisions.
- Keep Board members fully informed of date, time and venue for every Board meeting and maintain an up-to-date Board Schedule.
- Coordinate collation and circulate quality Board papers that are of required standard, concise, accurate and informative at least 7 working days prior to each Board meeting.
- Ensure the Annual Budget is submitted to the Board at the agreed Board meeting each year for approval.
- Ensure on behalf of the Board that the Annual Financial Statements are submitted to the auditor each year.

QUALIFICATIONS AND EXPERIENCE

- A relevant tertiary qualification preferably in business, law, strategic studies, government relations, or similar
- Proven leadership and management experience including managing a diverse range of Members; developing and implementing strategies, business planning, processes and systems in a complex but related business environment.
- Excellent communication skills, both written and verbal in English

- Outstanding management and leadership skills
- Ability to coach, mentor, develop and motivate a team and drive organisational change
- Excellent interpersonal skills including conflict resolution and negotiation
- Ability to identify and assess emerging issues, problem-solve and make timely decisions
- Ability to work laterally and identify innovative solutions with both current and long-term consequences
- Exceptional forward facing, critical thinking and strategic skills
- Demonstrated capacity development skills
- Computer literacy with at least intermediate level MS Word and Excel
- Demonstrated experience with call centre management and other BPO operations would be an advantage.
- Self-management skills (organisation and time management)
- Demonstrated skills in establishing and maintaining relationships and partnerships with a wide range of internal and external stakeholders with the view to building robust relationships and strong stakeholder engagement.

PERSON SPECIFICATION

To be successful in this position you will be an articulate communicator, negotiator and inspirational leader with a strong personal presence, drive and integrity. You will have proven experience in the management of an operational organisation, have a solid record of innovative achievement as a manager, and be a strong advocate for Members of Outsource Fiji.
