

FIJI IMMIGRATION DEPARTMENT

ROLE DESCRIPTION: IMMIGRATION OFFICER - RESEARCH & DEVELOPMENT

CORPORATE INFORMATION

- 1. Salary Range*:** \$24,261.72- \$30,615.98 (BAND F)

*Additional performance payments may be available for our highest performers, in accordance with the Public Service Commission guidelines

- 2. Contract Term:** Permanent Appointment
- 3. Duty Station:** Suva - There may be a requirement to travel regionally or internationally.
- 4. Reporting Responsibilities:**
 - a) Reports To:** SIO R&D
 - b) Liaises With:** Internal and External Stakeholders.
 - c) Subordinates:** Research and Development Officer; and Immigration Inspector.

POSITION PURPOSE

This position is responsible for the continuous improvement for the technical and operational process of the Department to ensure quality delivery of services.

KEY RESPONSIBILITIES

The position will achieve its purpose through the following;

- 1.** Provide comprehensive reports through analyzing data and FID reports for effective decision making;
- 2.** Provide and facilitate quality training report on all internal and external courses of the Department;
- 3.** Provide timely assistance in the provision of research, policy development research on any projects to be undertaken including execution of gathering requirements, customer and stakeholder feedbacks;
- 4.** Provide Secretarial responsibilities and provide input and support services to senior management to ensure provision of quality papers, reports and correspondences of the Department.
- 5.** Provide timely and accurate customer services needs through referral duties and counter duties;

6. Coordinate and compile analysis report from all the Section report;
7. Assist in the formulation and compilation of FID Annual Report, SOP's and Policies ;
8. Assist in the updating of FID website and information requirements;
9. Actively contribute to all corporate requirements of the Ministry such as planning, budgeting and Human Resources Management activities where required.

KEY PERFORMANCE INDICATORS

1. All activities within the Research & Development plans completed and delivered as planned and budgeted.
2. Complete compliance with relevant legislative and policy requirements within the department.
3. All reports are submitted within the agreed timeframes, and meet the standard reporting requirements, including analytical trends, analyses of data and any recommendations for improvement.
4. Timely and accurate delivery of services that support customer/stakeholders requests and/or requirements, compliant with standard operating procedures.

PERSON SPECIFICATION

In addition to a degree in Management and Public Administration (or equivalent experience) relevant to Immigration, the following Knowledge Skills, Experience and Abilities are required to undertake this role

Knowledge and Experience

1. At least 2 years' work in an immigration related environment
2. Sound knowledge and understanding of Immigration Legislation applicable to Fiji.
3. Practical working experience, supervising and monitoring staff performance and reporting to management on daily operations.

Skills and Abilities

1. Good communication skills and the ability to tactfully deal with stakeholders
2. Ability to follow guidelines and meet set timeframes
3. Good interpersonal and representational skills
4. Demonstrated ability to work cooperatively within a team environment
5. Capacity to utilize computer programs to support daily operations

6. Service oriented approach, with a commitment to supporting the operational and corporate environment of the organization.

Personal Character and Eligibility

Applicants for employment within the Fiji Civil Service must be Fijian Citizens, under the age of 60, in sound health with a clear police record. The successful applicant will be required to provide a medical certificate and police clearance prior as a condition of employment.

The Ministry is an Equal Employment Opportunity Employer. Applications are encouraged from all eligible, qualified applicants. Only the specific knowledge, experience, skills and abilities required for the job will be considered in assessing the relative suitability of applicants.