

JOB DESCRIPTION			
1	Ministry/Department: Ministry of Trade and Economic Development (MTED)		
2	Job Title: Principal Assistant Secretary, Consumer Protection & Fair-Trade Division (CAD)		
3	Band: I	Post Number: 2	Location: Nuku'alofa
4	Purpose: Responsible for the management of the Consumer Protection, Price Control, Competition and Standard Units and the development and implementation of the Regulatory review of Legislations, Consumer Awareness Strategy, Pricing of regulated goods and Secretariat to the Competent Authority, National Standardisation Roadmap and the Consumer and Competition Policy.		
5	OUTPUTS		Performance Indicators
	Planning: i) Propose activities of the Consumer Protection, Price Control, Standards and Competition Unit on the Financial Year Management Plan (FYMP in coordination with HOD) ii) Coordinate and implement the National Standardization Roadmap and related work on standard development iii) Develop and implement the annual and monthly petroleum and quarterly LPG price review iv) Develop and implement Consumer Awareness and Education annual work plan v) Coordinate and implement the Consumer and Competition Policy vi) Propose Training & Capacity Building Plan for approved by HOD vii) Coordinate and implementation of the National Standards and Conformity Committee		i) Consumer Protection, Price Control, Standards and Competition FYMP complete and sent to HOD by 2 nd week of July annually ii) Annual Petroleum Price Report is endorsed by CA by August annually iii) Annual LPG Price Review Report is endorsed by CA by March annually iv) Internal Training Plan completed and sent to HOD for approval by last week of August annually v) Annual Consumer Education and Awareness Report submitted by July annually vi) Report on the Status of the Consumer and Competition Policy is submitted to HOD in July Annually vii) Staff training are carried out 1 every quarter viii) Report on the status of the National Standards Roadmap is submitted to HOD annually in July
	Organizing: i) Organize the annual Petroleum Taskforce Program ii) Organize and prepare CA meetings and endorsements of monthly petroleum and LPG quarterly price review as well as other related issues iii) Organize and prepare for National Standards and Conformity Committee meetings iv) Organize the implementations of regulatory reviews and consultation programs pertaining the consumer and competition policy v) Organize annual petroleum advisor contracts		i) Effective and efficient alignment of strategies, people, processes, information and technologies. ii) %100 Timely of update

	<p>Leading:</p> <ul style="list-style-type: none"> i) Lead the implementation all Units' key areas of responsibilities ii) Supervise the Units staff and Conduct meetings to raise concern and seek resolution on arising issues iii) Encourage and motivate staff on their performance iv) Develop tools to assist with work programs 	<ul style="list-style-type: none"> i) All areas of responsibilities is implemented on time and effectively ii) Reminder of monthly meetings and resolve issues in a timely manner and report accordingly iii) Motivate coworkers by leading through example iv) Assistance is provided to staff on a daily basis through coaching and policy advise
	<p>Controlling:</p> <ul style="list-style-type: none"> i) Monitor the developed Plans of the units ii) Evaluate and follow on activities to meet deadlines iii) Attend and address staff issues promptly iv) Report and update to HOD on areas of responsibility 	<ul style="list-style-type: none"> i) 100% Timeliness of and accuracy of Plans ii) % of activities completed as per planned and justification for incomplete projects is in place iii) 100% Timeliness of coaching & training of staff and corrective measures on performance issues iv) Timely, accurate and quality reports produced on ad hoc circumstances in addition to the monthly, quarterly and annually update of HOD.
	<p>Technical:</p> <p>(1) Price Control</p> <ul style="list-style-type: none"> i) Prepare policy proposals on the regulated goods and services for the Competent Authority decisions ii) Prepare annual review programs and negotiation programs with petroleum and LPG suppliers annual review program with assistance of Petroleum Advisor iii) Prepare monthly petroleum and quarterly price review for TCA members endorsement iv) Implement the annual Petroleum Taskforce Inspection Program and report to CA v) Work closely with HOD and Energy Department on the Petroleum Reform Program (MR development) vi) Participate in meetings related to Energy and Climate Change 	<ul style="list-style-type: none"> (i) No. of proposals submitted and endorsed by TCA (1 per quarter) (ii) Timely and 100% accurate <ul style="list-style-type: none"> - Annual Petroleum Price template is updated in September annually and - Annual LPG price template is updated in March annually (iii) Timely and 100% accurate <ul style="list-style-type: none"> - 80% completed and submitted on time (iv) 100% accurate and timely <ul style="list-style-type: none"> - inspection carried out once a year - report is submitted to CA 1 month after completion of inspections (v) Report on participation is reported to HOD within 1 week of meeting <ul style="list-style-type: none"> - Cabinet approval of proposal for the MR reform program - funds secured and project is implemented with quarterly update provided to Competent Authority (vi) timely participation reports and policy advise submitted to HOD within 1 week of meeting

	<p>Technical: (2) Standard Development programs</p> <ul style="list-style-type: none"> (i) Liaise closely key stakeholders in the Implementation of the National Standards Roadmap (ii) Identify and prepare Standards Awareness Programs with Key Stakeholders and the general public (iii) Coordinate meetings and act as Secretariat to the National Standards and Conformity Committee (iv) Participate at Standards regional and international meetings such as the Pacific Island Standards Committee (PISC), PINCCER and PASC meetings (v) Update and maintain National Standards Database (vi) Provide quarterly report to the HOD on duties performed by the Units 	<ul style="list-style-type: none"> i) – % of targeted activities outlined is completed - 80% activities completed ii) 80% of awareness programs implemented iii) National Standards & Conformity Committee established % of meetings coordinated - At least 1 meeting conducted in a quarter - At least 1 project implemented in a quarter - Quarter report/update submitted to HOD iv) % of meetings participated - Timely submission of meeting reports to HOD (within 1 week) - No. of proposals and recommendations developed and submitted v) 100% Timeliness and Accuracy - 80% updated vi) - 4 reports submitted in a FY
	<p>Technical: (3) Competition</p> <ul style="list-style-type: none"> i) Responsible for the development of the competition work program in alignment with the Consumer and Competition Policy ii) Coordinate and implement Consultation programs and activities on the development of Competition in Tonga iii) Participate and represent the Ministry on Competition related meetings on a national, regional and international platform to build capacity and improve network with international. iv) Provide policy advice to HOD related to Competition development 	<ul style="list-style-type: none"> i) - % relevancy of input provided - % Timeliness of contribution provided according to the proposed schedule ii) - % of national and international activities implemented - no. of consultations held per quarter (target 2-3) - status of the development of competition work in Tonga iii) – 80% of available competition trainings and workshops participated - Timely reports submitted to HOD on participations (1 week after meetings) iv) - Timeliness and appropriate advises provided

	<p>Technical: (4) Consumer Protection</p> <p>i) Responsible for the regulatory review and implementation of the consumer protection Legislation</p> <p>ii) Responsible for the development of consumer awareness and education program (include school and community outreach, participation in local events, website and social media etc) endorsed by HOD</p> <p>iii) Responsible for the implementation of redress mechanism in place to assist protect consumers</p> <p>iv) Participate in the PINCCER and other consumer related international organisations to improve capacity and improved network and information amongst member countries</p>	<p>i) – 100% timeliness of consultations - at least 80% implemented - draft Bill submitted to Cabinet by end of the financial year</p> <p>ii) 100% Timeliness and effectiveness of awareness activities according to endorsed plan - At least 80% activities are implemented annually</p> <p>(iii) At least 80% of consumer complaints are resolved throughout Tongatapu and outer islands - At least 60% of complaints are refunded</p> <p>(iv)% of proposed activities implemented - 1 proposed activities implemented each quarter - 60% contribution to the Economic regulator forum as well as other related forums at PINCCER</p>
	<p>Other duties</p> <ul style="list-style-type: none"> ➤ Carry out any other duties as may be directed by the CEO. ➤ To maintain confidentiality over files relating of Petroleum and LPG suppliers' information and data 	<ul style="list-style-type: none"> ➤ Timeliness and accuracy of carrying out other tasks as directed ➤ 100% maintain the confidentiality.
	<p>Reports Directly to:</p>	<p>Head of Head of Consumer and Fair-Trade Division</p>
6	<p>PERSON SPECIFICATION FOR THIS POST</p>	
	<p>Special Skills:</p>	<p>Capacity to bear high levels of responsibility, making decision and being accountable. Possesses the physical determinations, drive, and perseverance to handle pressure well. Willing and able to deal with problem situations. Strong Commitment to the principles underpinning good governance and sound financial management. Establishes rapport with key relevant stakeholders and general public.</p>
	<p>Communication and Language Skills:</p>	<p>Essential: Must possess very high skills in English and Tongan languages, both verbal and written communication. Confident speaker with groups and meetings.</p>
	<p>Personal Attributes:</p>	<p>Honest. Sound judgment and Risk Management. Solving complex issues. Strong improvement orientation. Interpersonal skills. Establishes rapport with wide range of people.</p>

	Education & Experience	<ul style="list-style-type: none"> • Master's Degree with at least 1 year experience in a similar role OR at least 3 years relevant working experience • Post Graduate Diploma with at least 2 years' experience in a similar role or at least 4 years relevant working experience • Bachelor's degree with at least 4 years' experience in a similar role or at least 6 years relevant working experience. <p>Qualification acceptable for this role must be in <u>Commerce, Economics, Trade, Human Resource Management, Social and Economic Development, Public Policy, Law, Finance, Investment, Labour, Marketing or Business</u> from a recognized educational institution.</p>
7	CORE COMPETENCIES	
	Core Competency	Standards
	Change and Innovation	<ul style="list-style-type: none"> <input type="checkbox"/> Stays informed and actively contributes to change initiatives <input type="checkbox"/> Looks for ways to demonstrate innovation and initiative in work area <input type="checkbox"/> Anticipates emerging issues and looks for ways to improve work practices. <input type="checkbox"/> Takes a big-picture view of change and models a positive, constructive approach to managing it <input type="checkbox"/> Focuses on benefits and ways of overcoming obstacles
	Interpersonal Skills	<ul style="list-style-type: none"> <input type="checkbox"/> Actively shares information with appropriate people and checks for understanding where necessary <input type="checkbox"/> Presents clear, courteous and concise oral and written communications. <input type="checkbox"/> Engages positively and persuasively with program stakeholders as appropriate. <input type="checkbox"/> Develops rapport with people at all levels inside and outside the organisation to further the goals of the organisation.
	Integrity / Accountability	<ul style="list-style-type: none"> <input type="checkbox"/> Seeks to achieve results which are in the best interest of the organisation <input type="checkbox"/> Uses honesty and appropriate disclosure with customers, employees, and management. <input type="checkbox"/> Accepts responsibility and acknowledges problems or mistakes and commits to necessary corrective action. <input type="checkbox"/> Taking personal accountability for all aspects of their work and self-managing to improve their own and team performance
	Results Orientation	<ul style="list-style-type: none"> <input type="checkbox"/> Delivers high quality results on time. <input type="checkbox"/> Overcomes roadblocks/setbacks to deliver results. <input type="checkbox"/> Identifies problems early and takes appropriate action. <input type="checkbox"/> Thinks outside of the box to achieve the best results for an internal/external customer.
	Teamwork and Collaboration	<ul style="list-style-type: none"> <input type="checkbox"/> Demonstrates ability to get along with others/is respectful of co-workers and promotes teamwork. <input type="checkbox"/> Takes the initiative to make things better and seeks out/accepts new or additional responsibilities readily. <input type="checkbox"/> Is open with other team members about his/her concerns <input type="checkbox"/> Actively shares information with appropriate people and checks for understanding where required.

	Customer Focus (internal and external)	<input type="checkbox"/> Takes personal responsibility for ensuring any issues raised by customers are responded to promptly; <input type="checkbox"/> Accepts responsibility for mistakes, apologizes and makes suitable and timely amends. <input type="checkbox"/> Treats all clients with respect and cultural awareness
	Self Confidence and Assertiveness	<input type="checkbox"/> Displays confidence in interacting with people at all levels of responsibility, and in all parts of the organization. <input type="checkbox"/> Deals constructively with failures and mistakes and addresses conflict directly to resolve issues in a timely fashion.
	Building individual capacity	<input type="checkbox"/> Seeks to continue developing new skills to adapt to a changing environment and for personal/professional growth
	Supports the Organizations Enabling Theme, Outputs and Outcomes	Inspires dedication to the organization's shared outputs and values through his/her own visible actions. <input type="checkbox"/> Shows enthusiasm for organizational initiatives, policies and procedures and helps others accept any changes and remain effective. <input type="checkbox"/> Embraces and adapts to changing work environment
	Judgment	Approaches a task/problem in a sensible way; gives sound advice and seek assistance if necessary. <input type="checkbox"/> Addresses issues early before they escalate and gets them resolved efficiently with minimum fuss
	Promotion of equity and equality	Actively promotes equity (relating to distribution) and equality (relating to non-discrimination) in relation to gender, culture, disability and other differences. <input type="checkbox"/> Demonstrates an interest in, and seeks opportunities to learn about others, e.g. Pacific Island cultures.
	Management/Supervision (where applicable)	Manages resources effectively and efficiently, ensures effective and improved staff performance
	Leadership (where applicable)	<input type="checkbox"/> Develops and communicates vision and translates these into clear objectives. <input type="checkbox"/> Builds and sustains a motivated team <input type="checkbox"/> Leads by example <input type="checkbox"/> Inspires a shared commitment <input type="checkbox"/> Articulates a clear vision for the future <input type="checkbox"/> Considers the 'big picture' and longer-term imperatives <input type="checkbox"/> Empowers others to take responsibility through a deep sense of commitment and ownership