

POST DESCRIPTION			
1	Ministry/Department: Ministry of Trade & Economic Development		
2	Position Title: Assistant Inspectorate Officer, Business Registries, Investment & Intellectual Property Division		
3	Band: P	Post No.:	Location: Nuku'alofa
4	<p>Purpose: Responsible for assisting the Compliance & Enforcement team in inspection of all businesses and registered entities to ensure that the regulatory compliance requirements stipulated under the Companies Act; Business License Act; Business Names Act; Foreign Investment Act; Incorporated Society Act; Co-operative Societies Act; Charitable Trust Act and Credit Union Act are administered accordingly.</p> <p>The position is also responsible for providing administration support to the Business Registry to ensure customer satisfaction and that prompt action is observed.</p>		
5	OUTPUT	PERFORMANCE INDICATORS	
5.1	Responsible for inspection of all businesses and registered entities to ensure compliance with Legislations administered under the Division.	Increase in compliance of businesses with requirements stipulated under administered Legislations.	
5.2	Responsible for data entry on result of inspections of business licenses, business names, companies and foreign investments.	Database is updated efficiently and in a timely manner	
5.3	Assist in preparing of monthly work plan for enforcement of the various Legislations administered for endorsement of the HOD through the Head of Unit	Plan is accurate and is endorsed for implementation Workplan is practical and relevant	
5.4	Assist in implementation and monitoring of workplans accordingly	Implementation of work plan is done efficiently	
5.5	Responsible in ensuring that notifications and reminders are send out to all registered business licenses, business names and companies	Timely dissemination of notifications to all registered businesses	
5.6	Assist the Business Registry Unit with inquiries from customers either by telephone, electronically or face to face and/or handle and resolve customer complaint	Timely dissemination of responses/information and documents to clients/customers Friendly and timely response to all inquiries at counter	
5.7	Responsible for compiling reports of non-compliance registered businesses to HOD through the Head of Unit for inspection of the Compliance & Enforcement Unit	Timely dissemination of non-compliance report Accurate list of non-compliance businesses is compiled for inspection	
5.8	Responsible for compiling daily reports on inspection results and make recommendations where appropriate on any breaches of Legislations to HOD through Head of Unit	Timely dissemination of report Recommendation provided is relevant and accurate	
5.9	Assist in conducting investigation on special cases (and reporting on results) as requested by the CEO or HOD.	Timely investigation of cases Report is accurate and reported in a concise and efficient way.	
5.10	Assist the other Divisions on business support, marketing and export development projects and labour market activities.	Effective support is provided on a timely basis	
5.11	Assist with the inter-agency taskforce in inspection of registered businesses	Timely inspection of businesses	
5.12	Maintain the confidentiality of information pursuant to requirements of all legislations administered by the Business Registry, Investment & Intellectual Property Division.	Confidentiality of information is maintained at all times	

5.13	Prepare and submit reports to Head of Division on area of responsibility.	Timely, accurate and quality report is provided as required
5.14	Perform any other duties that the HOD and the CEO may require from time to time	Perform duties as required on a timely basis Recognizes Government/Ministry priorities
6.	PERSON SPECIFICATION FOR THIS POST	
	Special Skills	Good computer skills especially in Microsoft office applications, exercise discretion, ability to establish and maintain effective working relationships with stakeholders; sound judgement and a team player
	Communication & Language Skills	Good communication skills both in Tongan and English (oral and written). Excellent customer service and public relations.
	Personal Attributes	Reliable, ability to work well in a team, responsible, committed to hard work and well-organized.
	Education & Experience	-Certificate level 4 -Form 7 or equivalent of Certificate level 3 + 2 years' work experience -Form 6 PSSC or equivalent of Certificate level 2 + 4 years' work experience -Current TPS employee with 5 years' experience in a similar role (meeting other core competency and experience requirements specified in the job description + PMS scores of 3 or above for the past 2 consecutive years)
7.	CORE COMPETENCIES	
	Core Competency	Standards
	Change and Innovation	<input checked="" type="checkbox"/> Stays informed and actively contributes to change initiatives <input checked="" type="checkbox"/> Looks for ways to demonstrate innovation and initiative in work area <input checked="" type="checkbox"/> Anticipates emerging issues and looks for ways to improve work practices. <input checked="" type="checkbox"/> Takes a big-picture view of change and models a positive, constructive approach to managing it <input checked="" type="checkbox"/> Focuses on benefits and ways of overcoming obstacles
	Interpersonal Skills	<input checked="" type="checkbox"/> Actively shares information with appropriate people and checks for understanding where necessary <input checked="" type="checkbox"/> Presents clear, courteous and concise oral and written communications. <input checked="" type="checkbox"/> Engages positively and persuasively with program stakeholders as appropriate. <input checked="" type="checkbox"/> Develops rapport with people at all levels inside and outside the organization to further the goals of the organization.
	Integrity / Accountability	Seeks to achieve results which are in the best interest of the organization <input checked="" type="checkbox"/> Uses honesty and appropriate disclosure with customers, employees, and management. <input checked="" type="checkbox"/> Accepts responsibility and acknowledges problems or mistakes and commits to necessary corrective action. <input checked="" type="checkbox"/> Taking personal accountabilities for all aspects of their work and self-managing to improve their own and team performance
	Results Orientation	<input checked="" type="checkbox"/> Delivers high quality results on time. <input checked="" type="checkbox"/> Overcomes roadblocks/setbacks to deliver results. <input checked="" type="checkbox"/> Identifies problems early and takes appropriate action.

		<ul style="list-style-type: none"> ☑ Thinks outside of the box to achieve the best results for an internal/external customer.
	Teamwork and Collaboration	<p>Demonstrates ability to get along with others/is respectful of co-workers and promotes teamwork.</p> <ul style="list-style-type: none"> ☑ Takes the initiative to make things better and seeks out/accepts new or additional responsibilities readily. ☑ Is open with other team members about his/her concerns ☑ Actively shares information with appropriate people and checks for understanding where required.
	Customer Focus (internal and external)	<p>Takes personal responsibility for ensuring any issues raised by customers are responded to promptly.</p> <ul style="list-style-type: none"> ☑ Accepts responsibility for mistakes, apologizes and makes suitable and timely amends. ☑ Treats all clients with respect and cultural awareness
	Self Confidence and Assertiveness	<p>Displays confidence in interacting with people at all levels of responsibility, and in all parts of the organization.</p> <ul style="list-style-type: none"> ☑ Deals constructively with failures and mistakes and addresses conflict directly to resolve issues in a timely fashion.
	Building individual capacity	<p>Seeks to continue developing new skills to adapt to a changing environment and for personal/professional growth</p>
	Supports the Organizations Enabling Theme, Outputs and Outcomes	<p>Inspires dedication to the organization's shared outputs and values through his/her own visible actions.</p> <ul style="list-style-type: none"> ☑ Shows enthusiasm for organizational initiatives, policies and procedures and helps others accept any changes and remain effective. ☑☑ Embraces and adapts to changing work environment
	Judgment	<p>Approaches a task/problem in a sensible way; gives sound advice and seek assistance if necessary.</p> <ul style="list-style-type: none"> ☑ Addresses issues early before they escalate and gets them resolved efficiently with minimum fuss
	Promotion of equity and equality	<p>Actively promotes equity (relating to distribution) and equality (relating to non-discrimination) in relation to gender, culture, disability and other differences.</p> <ul style="list-style-type: none"> ☑ Demonstrates an interest in, and seeks opportunities to learn about others, e.g., Pacific Island cultures.