

JOB DESCRIPTION			
1	Ministry: Trade & Economic Development		
2	Position Title: Principal Inspectorate Officer	Division: Consumer Protection & Fair Trade	
3	Level: 5 – Band I (\$31,148- \$46,721)	Post No.: 1	Location: Nuku'alofa
4	Job Purpose:		
	To develop, coordinate and supervise the enforcement activities to ensure compliance requirements stipulated under the Consumer Protection Act 2000 and Regulation 2006, Price and Wage Control Act 1988, Weight and Measures Act 1988.		
5	OUTPUTS	Performance Indicators	
5.1	<p>Planning</p> <p>Responsible for the development and Implementation of the Enforcement Unit annual Management Plan</p> <p>Responsible for planning, designing, prioritizing, coordinating, leading, monitoring and participate in the field operations and monitor tasks assigned to enforcement officers</p> <p>Assist in developing divisions Annual Management Plan and budget</p> <p>Responsible for the development and implementation of a Govt Inter Agency Task Force work plan with Line Ministries/Agencies, ensure that the MOU are updated and endorsed by Head of Departments involved.</p> <p>Responsible for the development of an Enforcement Capacity Building/Training Plan and to include officers in outer islands</p> <p>Responsible for the development, review and update of the Enforcement Database for reporting purposes.</p> <p>Responsible for planning the development of a Metrology Laboratory for the safe keeping of the Calibration equipment.</p> <p>Development of business consultation programs in compliance with the Administered acts</p>	<p>Increase Accuracy</p> <p>i. Increase Delivery on a timely basis</p> <p>ii. Increase Compliance and administered legislations</p> <p>iii. MOU developed where necessary to improve inter-line Ministry/Agency cooperation</p> <p>iv. Increase in number of trainings and capacity of Inspectors</p> <p>v. Increase business compliance</p>	
5.2	<p>Organizing</p> <p>Responsible for coordinating and implementing monthly inspection programs and schedules to determine special inspections in accordance with various acts administered by the division</p> <p>Responsible for organizing and implementing of capacity building program for enforcement officers including outer island staff</p> <p>Responsible for the implementation of Business Consultation Plans in compliance with the Administered Acts.</p> <p>Responsible for executing Secretarial role to the Task Force Committee in scheduling and organizing meeting and carrying out of Govt Task Force Work Plan.</p>	<p>i. Increase Accuracy</p> <p>ii. Increase Delivery on a timely basis</p> <p>iii. Increase Compliance and administered legislations</p> <p>iv. Increase business compliance</p>	

	<p>Organizing and carrying out alternative dispute resolution mediations for aggrieved consumers Organize the calibration and update of the enforcement equipment, managing the movements of the calibrated equipment and its storage.</p> <p>Oversee complaints handling program and investigations By Inspectors.</p> <p>Responsible for coordinating and implementation of prosecutions under the administered Acts Organize and review the PMS and JD for Enforcement Officers</p>	
5.3	<p>Leading Lead and manage the implementation of the Enforcement Unit Management Plan Provide leadership on the field enforcement officers in the enforcement of all compliance requirements Lead the coordination and implementation of the Staff capacity building/training program on all compliance requirements and other required areas Lead the implementation of alternative dispute resolution /mediations for aggrieved Consumers. Develop, implement, supervise and monitor all inspections and investigations conducted by the enforcement officers</p>	<p>i. Compliance Increase ii. Minimize loopholes that may lead to corruption iii. Achieve annual plan goals</p>
5.4	<p>Controlling Supervise of enforcement team inspections and investigations Oversee implementation of Enforcement Inspection Database Supervise Task Force Enforcement program Supervise and oversee maintenance of all calibration equipment and ensure that they are updated and that they are properly stored</p> <p>Evaluating Review of enforcement procedures stipulated under the various acts administered Oversee and ensure that evidential documents are collected for prosecution Review and update the inspection forms and ensure sufficient stock is in place. Review of Enforcement Database to improve timeliness and accuracy of reports.</p> <p>Correcting Oversee the performance of inspectors in accordance with the administered acts at the same time minimizing corruptive practices</p> <p>Reporting</p>	<p>i. Capacity building plan is developed ii. Minimize loopholes that may lead to corruption iii. Reports provided in a timely basis iv. Effective database for enforcement developed and updated v. Accurate testing commercial measuring equipment vi. Correct pricing system practiced in the market</p> <p>vii. Reduce business non compliance viii. Task Force Work plan developed and implemented ix. Correct evidence is registered, stored and complete for submission</p> <p>x. Increase accuracy</p>

	Responsible for reporting on inspection and investigation results and determining results that may warrant HOD immediate attention	xi. Increase delivery on a timely basis xii. Increase compliance
5.5	Assist in in the review and development of the Competition and Consumer Framework and legislations, Price Control Act and Weight and Measures Act	i. Compliance Increases ii. Internal policies are developed and updated on a regular basis
5.6	Carry out any other duties as may be directed by the Head of Division or the CEO	i. Timeliness and accuracy of carrying out other tasks as directed
6	PERSON SPECIFICATION FOR THIS POST	
	Special Skills	Excellent customer service skills and knowledge, great working knowledge of Microsoft Office application, Familiarity with Organizational, Planning and Analytical skills, Ability to work independently and to exercise sound judgment and discretion, communicate effectively, Ability to establish and maintain effective working relationships with stakeholders.
	Communication & Language Skills	Must possess very high skills in English and Tongan language, both verbal and written communication.
	Personal Attributes	Sound judgment, Strong improvement orientation, Establishes rapport with wide range of people, Must be Committed, Honest, Reliable and Professional.
	Education/ Experience	Postgraduate qualification (Level 8 TNQAB framework: (postgraduate Diploma/BA with honors +2) (MA +1) years' experience in a similar role. Relevant degree + 3 years in a similar role, or 6 years' relevant work experience.