

JOB DESCRIPTION			
MANAGER OF INVESTMENT AFTERCARE AND POLICY ADVOCACY			
Department:	Investment Facilitation, Aftercare and Policy Advocacy	Date Prepared:	May, 2024
Location:	Level 6, Civic Tower, Suva	Prepared by:	Human Resources
Incumbent:	-	Approved by:	Chief Executive Officer
Reports to:	Head of Investment Facilitation, Aftercare and Policy Advocacy		
Internal Relationships:	Chief Executive Officer, Head of Investment Facilitation, Aftercare and Policy Advocacy, Investment and Trade Promotion, Marketing and Communications		
External Relationships:	Investors, Government Agencies, Business Councils and Industry Associations, Overseas Missions and Trade Commissions, Development Partners, Clients		
Authorities:	Investment Facilitation, Aftercare and Policy Advocacy		
Support Staff:	Investment Aftercare Advisor(s)		
Procedures, Policies & Guidelines:	People and Culture Policy, IT Policy, Finance Manual, Service Guarantee Guidelines		
Position Description:	The role is responsible for managing Investment Aftercare services and lead the team in achieving set targets. The position is responsible for overseeing administrative, operational, and strategic assistance and provide foreign investors with necessary contacts and services. The position involves constant communication with stakeholders and clients, and requires high levels of initiative, creative thinking and customer service.		

KEY RESULT AREAS (Distinct areas that contribute most to position performance)		SPECIFIC ACTIVITIES/TASKS (Specific activities/tasks that contribute towards achieving the performance of the KRA)
SUPERVISORY ROLE		<ul style="list-style-type: none"> Supervise performance of the department with regards to aftercare services.
FACILITATION OF ENQUIRIES AND REGULATORY SERVICES		<ul style="list-style-type: none"> Provide support to business registered in Fiji and maintain framework for business categorization, service provided and the format of service provision in terms of investment aftercare and policy advocacy. Assist in Lead investment growth by encouraging expansion and referrals for additional investment. Assist in removal of obstacles and solve problems faced by investors /exporters in their operations and/or expansion phases. Create network of government, regulatory and service provider experts to provide clear information, procedures, and solutions for investors/exporters. Attend to all face to face, email, virtual and phone enquiries regarding investment aftercare services.
INVESTMENT PROJECT MANAGEMENT		<ul style="list-style-type: none"> Create network of government, regulatory and service provider experts to provide clear information, procedures, and solutions for investors/exporters. Establishment of working groups with major key approval Agencies and stakeholders. Assist in fast-tracking through regular communication with Government and Public/ Private Sector agencies. Ensures that all information provided to investors/ exporters is easy to understand and a proper checklist is available for information distribution. Provide support and execute domestic investor promotion programs within Fiji
TRAINING AND DEVELOPMENT		<ul style="list-style-type: none"> Support and organize Training / Workshop for all members of the Aftercare team, government departments and agencies on the policies and regulations entailed in the facilitation of investors/exporters and update on solutions derived to improve the process.
PLANNING AND REPORTING		<ul style="list-style-type: none"> Provide weekly, monthly, quarterly and yearly reports to Head of Investment Facilitation, Aftercare and Policy Advocacy with regards to facilitation work and likewise provide an analysis on the actual and forecasted Investment Implementation rate when needed.

	<ul style="list-style-type: none"> Collect project information daily and communicate these at the weekly briefing to the Head of Investment Facilitation & After Care & Policy Advocacy.
BOARD PAPERS	<ul style="list-style-type: none"> Compile and prepare accurate monthly board reports and submit to the Head of department.
ADDITIONAL DUTIES	<ul style="list-style-type: none"> Perform any other additional duties assigned by the Head of Investment Facilitation, Aftercare and Policy Advocacy and Chief Executive Officer.

KEY SELECTION CRITERIA:	
QUALIFICATIONS:	
Essential	Desirable
<ul style="list-style-type: none"> Bachelor's Degree in Economics, Management or related discipline. 	<ul style="list-style-type: none"> Master's Degree in Economics, Management or a related field
KNOWLEDGE/EXPERIENCE:	
Essential	Desirable
<ul style="list-style-type: none"> At least 3 to 5 years of experience in a similar role in a professional setting within a medium to large organization structure. Proven experience in key account management, project planning and reporting. Proven experience in managing the approval process for projects with the relevant approval agencies. Existing network of business and professional contacts in Fiji. Proven knowledge in economic trade. Proven proficiency in ICT applications. Good knowledge on the roles of Public Sector Departments and Agencies would be an advantage. Computer literate with sound knowledge in MS Word, Excel, Access and Power point. Exceptional knowledge of writing reports, memos and requisitions. 	<ul style="list-style-type: none"> At least 5 years of experience in a similar role in a professional setting within a medium to large organization structure.

KEY SKILLS/ATTRIBUTES/COMPETENCIES	
Competencies	Skills
Leadership and management	<ul style="list-style-type: none"> • Team leadership. • Performance management. • Delegation and prioritization.
Investment facilitation and Support	<ul style="list-style-type: none"> • Understanding of investment challengers across sectors. • Identifying and connecting investors with relevant resources and services. • Facilitating communication between investors and government agencies. • Developing aftercare strategies.
Advanced	<ul style="list-style-type: none"> • Relationship management. • Identifying and resolving investor challengers.
Working Knowledge	<ul style="list-style-type: none"> • Monitoring investor feedback and satisfaction. • Understanding key industries. • Project management. • Familiarity with relevant business regulation.
Awareness	<ul style="list-style-type: none"> • Market research.

Values: Transparency, Reliability, Accessibility, Communicative, Effective, Responsiveness

Change to Job Description:

From time to time, it may be necessary to change the Job description as per changing operational needs. Investment Fiji may initiate the changes as it deems necessary.