

JOB DESCRIPTION			
INVESTMENT AFTERCARE ADVISOR			
Department:	Investment Facilitation, Aftercare and Policy Advocacy	Date Prepared:	May, 2024
Location:	Level 6, Civic Tower, Suva	Prepared by:	Human Resources
Incumbent:	3 Advisor (s)	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, Government Agencies		
Authorities:	Investment Facilitation, Aftercare and Policy Advocacy		
Support Staff:	N/A		
Procedures, Policies & Guidelines:	People and Culture Policy, IT Policy, Finance Manual, Service Guarantee Guidelines		
Position Description:	The role is responsible for implementing Investment Aftercare services as per the strategies set by management. The role will assist and encourage expansion and referrals for additional investment and maintaining relationships with established clients and fulfil ongoing requirements to retain business and encourage expansion. 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)
FACILITATION OF ENQUIRIES AND REGULATORY SERVICES	<ul style="list-style-type: none"> • Undertake departmental activities with regards to aftercare. • Assist in encouraging expansion and referrals for additional investment. Maintain relationships with established clients and fulfil ongoing requirements to retain companies and encourage expansion. • 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 facilitation and policy advocacy and provide support to business registration in Fiji.
INVESTMENT PROJECT MANAGEMENT	<ul style="list-style-type: none"> • Helping remove obstacles and solve problems faced by investors / exporters in their operations or expansion phases. • Maintain relationships with established clients and fulfil ongoing requirements to retain companies and encourage expansion. • Provide support for domestic investor promotion programs within Fiji.
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 aftercare work and likewise provide an analysis on the actual and forecasted Investment Implementation rate when needed. • Collect project information daily and communicate these at the weekly briefing to the Head of Investment Facilitation & After Care & Policy Advocacy. • Liaise and seek approval with the Manager Investment Aftercare and Policy Advocacy Advisor and Head of Investment Facilitation, Aftercare and Policy Advocacy for timely site visit.
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 1 to 3 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 3-5 years of experience in a similar role in a professional setting within a medium to large organization structure.
KEY SKILLS/ATTRIBUTES/COMPETENCIES	
Competencies	Skills
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.

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.