



POSITION DESCRIPTION

Position Details

POSITION TITLE: SECTION HEAD, REGISTRATION (QUALITY ASSURANCE)

Team/Division: Registration, Samoa International Finance Authority (SIFA)

Location: Level 6, Development Bank of Samoa Building, Apia, Samoa

Salary Range: \$66,187.77 – \$92,715.87

Our Purpose

SIFA is principally the registry for international companies and the regulatory authority for licensed international entities such as international banks, international insurance companies, international mutual fund companies and trust company service providers.

Our purpose is to play a legitimate and integral role in international financial services where our legislative solutions allow for financial and estate planning, risk management and makes possible cross-border vehicles necessary for international transactions.

As a profitable public body, SIFA makes substantial contributions to the Government budget every year and we invest our funds back into our community through sponsorship of projects that benefit Samoa's economic growth.

How we Work

SIFA is governed by a Board of Directors and led by a Chief Executive Officer. We have about forty-eight (48) Staff, divided into four main Divisions - Registration, Compliance, Business Development, and Finance & Corporate Services. There are three Chief Managers leading and shaping different Divisions and with the assistance of Section Heads that coordinate and collaborate Teams within each Division.

The set Team goals become the individual staff goals and all are expected to work together to achieve them. Every team member is expected to learn and know every area of its Division's work, and become multi-skilled to be able to step in at short notice on any role.

On-the-job knowledge, positive attitude, exceptional performance and experience are valued and rewarded. Nevertheless, we want people's heart, not just their skills and capabilities. People with a heart for their Team, a heart for SIFA and a heart for Samoa.

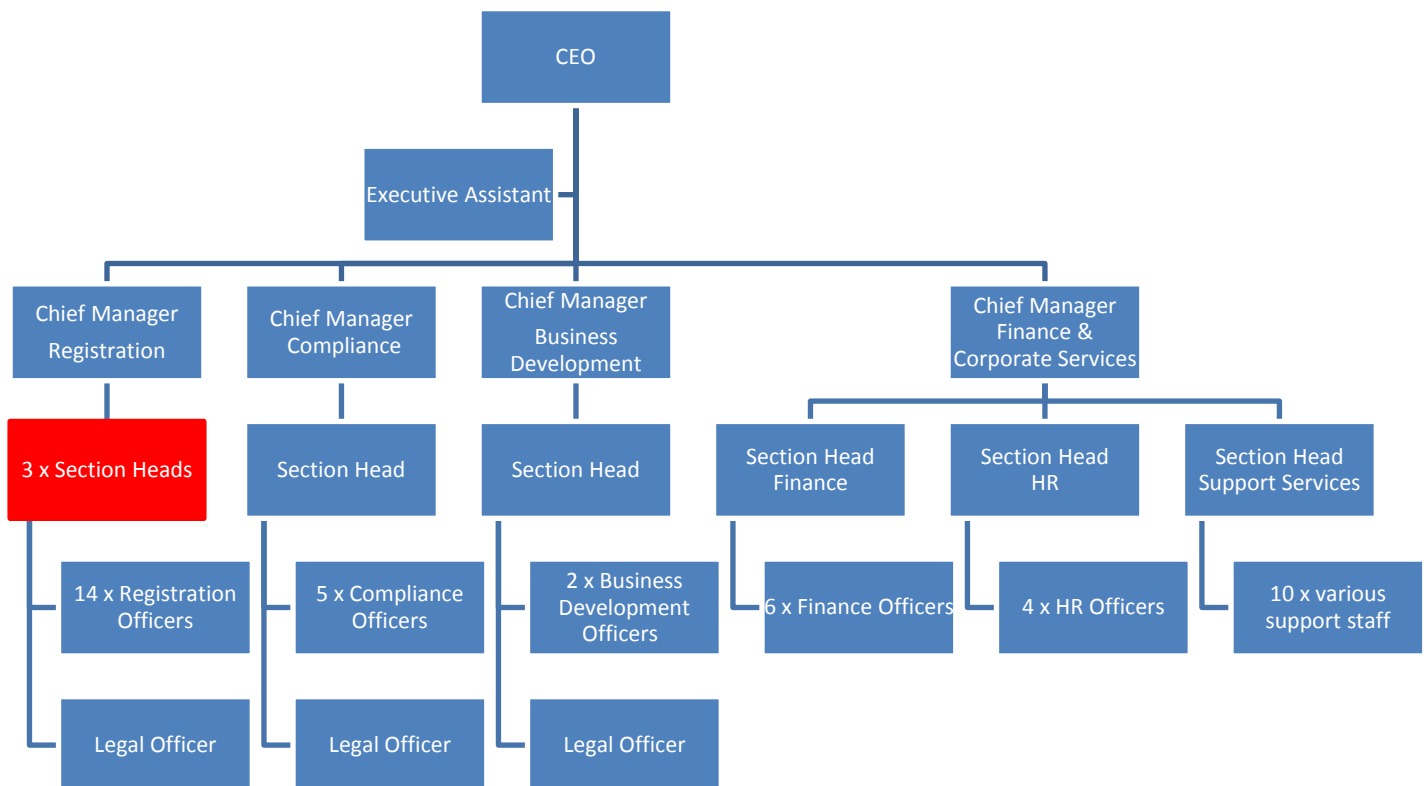
Using a democratic style of communication, Team members are encouraged to discuss and take ownership of Team decisions. There is a high expectation of the level of trust between Management and Staff as we trust our Staff to be committed to their role and carry out their tasks. The success of the Team is based on everyone in the Team pulling their weight. Because the Team depends on each other to achieve its goals, Team members are likely to call out the individual member that is not pulling their weight. Staff are enabled, encouraged and trusted to make decisions having received clear guidelines, training and competency measurements.

Our aspiration is that SIFA is a great place to work where great work gets done. We believe in harnessing the potential of our people and the diverse skills and life experiences they bring to SIFA.

Our Character

- Shape** We shape the agenda by challenging the status quo, and by generating and adopting new ideas, to bring those ideas to life. Although we value this competency in all Staff, this competency is expected from each Chief Manager. This means asking ‘why not?’ instead of ‘why?’ and leveraging off the collective that is SIFA in the pursuit of goals that stretch right across Teams, Divisions and even across Government, financial and international bodies.
- Collaborate** We support each other, engage early and proactively partner in pursuit of shared goals. Although all Staff are expected to collaborate, this is a competency expected of all Section Heads. This means Section Heads are expected to coordinate and influence their Teams requiring a high level of communication. They partner with their Team members to have input into how they will achieve the Team goals.
- Deliver** We have a can do attitude, take ownership, act with purpose, urgency and discipline, take calculated risks, celebrate success and learn as we go. This is the key role of all Team members, to take pride in delivering consistently high quality services. The core deliverers are the workers that provide our core services.

Our Structure



Position Purpose

The Registration Section Head coordinates the overall operations of the Registration Division by Collaborating with their Team to ensure that Registration functions are carried out. The Registration Division functions involve the registration of new international companies, name changes, annual renewals, strike-off and restoration. They issue good standing certificates, register amendment and adoption of Memoranda and Articles of Association, increase and decrease of capital, and issue company numbers, having carried out name checks. This involves the maintenance of current paper files as well as computer files, and archive files. They also maintain Charges and Apostilles registers. They prepare Apostilles for the Ministry of Foreign Affairs & Trade certification. They attend to search requests and enquiries from trustees, law firms and other interested parties. Trust and Company Service Providers submit their name checks online, via the SIFA Registration System (SRS), which is backed up with an access database and stored offsite.

While the Competent Authority for anti-money laundering and counter terrorism financing is the Money Laundering Prevention Authority (Central Bank of Samoa (Financial Intelligence Unit)) the Registration Division provides necessary support to the Competent Authority in matters relating to anti-money laundering and combatting the financing of terrorism in relation to registered entities. This is also the case in relation to transparency and information exchange for tax purposes for which the Ministry of Customs and Revenue is the Competent Authority. The Registration Division also provides this necessary support (information) to the Office of the Attorney General (Mutual Assistance in Criminal Matters), and the Ministry of Foreign Affairs and Trade (UN Sanctions Lists/Apostilles).

The Section Head takes on the Collaborator role because s/he is a 'people person', able to influence and coordinate the core deliverers or workers with strong negotiation and communication skills. This role will provide training and allocate work. They will ensure procedures and clear guidelines are in place. S/he enables the Team to be part of the process on how best to achieve Team strategies and goals. S/he knows how to get the best from the Team and get Team buy-in. S/he measures performance not only for quality assurance purposes but also for recognising high performing Staff from non-performers. The Team trusts the Section Head to have sufficient knowledge to train and provide clear guidelines and procedures, allocate work fairly, and deal with non-performers, and reward high performers. In return the Section Head trusts and enables the Team to deliver high quality Registration work and provide reliable, qualified advice without the need to micro-manage.

There are three Section Heads of which one is responsible for Archives, Apostilles & Charges, another responsible for Registration & the SRS, and another responsible for the Quality Assurance management system. All Section Heads are expected to work closely with each other and able to cover each other when required.

Key Relationships

Internal

- SIFA Board of Directors
- CEO
- Chief Manager, Registration
- Registration Officers
- Legal Officers

External

- Local Licensed Trust and Company Service Providers
- Registered & Licensed entities – international companies, banks, insurance companies, limited partnerships *et al*
- Local Law Firms
- Local Accounting Firms
- Central Bank of Samoa (Money Laundering Prevention Authority & Financial Intelligence Unit), Office of the Attorney General, Ministry of Customs & Revenue, Ministry of Foreign Affairs & Trade, and Ministry of Finance.

Key Accountabilities and Deliverables

Responsibilities of this position are expected to change over time as SIFA responds to changing needs. The incumbent will need the flexibility to adapt and develop as the environment evolves.

Key Accountabilities or Deliverables	Indicators of success
Registration Management	<ul style="list-style-type: none"> • Robust measurable registration systems are in place and monitored. • Agreed turnaround and quality objectives are met. • SIFA and licensed trust and company service providers have confidence in the processes in place. • Registration and correspondent measurement standards reflect accuracy, quality, and turnaround objectives. • SIFA clients are aware of their filing obligations under various legislative requirements. • Documented policies and processes for the orderly administration of registration systems are in place and kept up to date. • SIFA is able to provide evidence that it meets international standards and Samoa is held in good repute. • Senior Registration Officers are able to cover all Registration duties, are flexible and knowledgeable on all Registration related legislative requirements administered by SIFA. • Peak periods for renewal and strike-off are planned for, properly resourced and meet quality and turnaround objectives.
Leading and Coaching Direct Reports	<ul style="list-style-type: none"> • Modelling SIFA values and behaviours. • Team understands the values and behaviours expected and demonstrates them in their daily work ethics. • You feel supported by your Chief Manager and by your Team. You are able to provide technical guidance and direction to Registration/Legal Officers. • The Division has a clear Annual Divisional Plan which all Team members are aware of, and have set their own performance plans in place to achieve it. • Training plans are in place which are regularly reviewed and consistent with delivering high quality outputs. • You have a Performance Plan in place and you have set a performance plan for each Registration/Legal Officer. Performance targets are measured and a review of the performance is undertaken every six months. The plan will include stretch targets. • SIFA Annual Customer Satisfaction Survey will confirm that SIFA Registration/Legal Officers are professional in their dealings with them. • There are no non-performers in your Team because you have either coached them into performing or you have gone through the proper process to have them removed from your Team. • Plan, coordinate, and delegate all Registration work to Registration/Legal Officers. • The quality of work is checked, ensuring all are working to established procedures. • Demonstrated ability to analyse, create, and evaluate work processes. Able to communicate and think logically.
Plan and set direction for the Registration Division in particular promoting a strategic focus that supports SIFA’s business environment outcomes and strategic priorities	<ul style="list-style-type: none"> • SIFA’s Biennial Strategic Plan includes Registration related goals as recommended and submitted by you. • Your Division has its own Annual Divisional Plan that is aligned to SIFA’s Strategic Plans. • All Registration Officers are committed to, and believe the goals set out in the Annual Divisional Plan are achievable. The Team has a sense of ownership of the Annual Divisional Plan.

	<ul style="list-style-type: none"> SIFA is able to leverage itself through promotional material due to positive outcomes achieved in its Registration work.
Develop and maintain effective relationships with key Stakeholders	<ul style="list-style-type: none"> External clients have a positive respect and professional perception of SIFA Registration work. Client enquiries and complaints are resolved quickly. Monthly reports are provided on Registration statistics including the number of client enquiries and complaints handled by the Team. Opportunities for profiling SIFA are identified. Documented policies and procedures are in place that set out the handling of complaints, enquiries and Staff conduct of behaviour when dealing with clients.
Resource and performance management accountability	<ul style="list-style-type: none"> CEO and other Division Chief Managers provide positive feedback on your Team's cooperation and willingness to assist when required. The Team has quality measurement systems that confirm that Team goals are being met at a consistently high standard. Section Head is confident with clear guidelines and expectations when leading the Team. The Team is properly resourced to carry out its roles. You are able to provide a documented argued case to justify requirements for new or replacement Staff.
Registration Division and SIFA contribution and membership	<ul style="list-style-type: none"> Registration Staff work constructively with peers and colleagues. 360 degree feedback reflects your own contribution and the Team contribution. You actively contribute to Management activities and meetings. You demonstrate commitment to Team/Management decisions and goals. You and your Team take part in informal training/sharing information amongst colleagues and other SIFA Staff. Well researched papers and commissioned studies on the international business sector and related services are provided.

Competencies

Competency	What does this mean?	Level Required
Cultivates Innovation	Shape the agenda, crafting new and better ways for the organisation to be successful, by <ul style="list-style-type: none"> Coming up with useful ideas that are new, better or unique. Challenging the status quo. Introducing new ways of looking at problems. Generating and adopting new and creative ideas, and putting them into practice. Encouraging diverse thinking to promote and nurture innovation. 	Management Collaborative level
Nimble Learning	Actively learn through experimentation when tackling new problems, using both successes and failures as learning fodder, by <ul style="list-style-type: none"> Learning as we go, when facing new situations. Experimenting to find new solutions. Taking on the challenge of unfamiliar tasks. Extracting lessons learned from failures and mistakes. Being flexible and responsive to changes in requirements. Identifying personal learning opportunities. Finding own solutions where possible. 	Management Collaborative level
Collaborates	Support others, building partnership and working collaboratively with others to meet shared objectives, by	Management Collaborative level

	<ul style="list-style-type: none"> Working co-operatively with others across SIFA, the Government sector and external stakeholders to achieve shared objectives. Balancing competing interests and priorities appropriately and in line with SIFA priorities. Identifying, engaging early, and partnering with relevant stakeholders to get work done. Crediting others for their contributions and accomplishments. Gaining trust and support of others. Addressing behaviours that do not align with our culture. Seeking and respecting the views and opinions of others. Providing timely and helpful information to others across the organisation. 	
Customer Focus	<p>Build strong customer relationships and delivering customer-centric solutions, by</p> <ul style="list-style-type: none"> Gaining insights into customer needs. Delivering quality, accurate, timely service and customer focussed solutions. Identifying opportunities that benefit the customer. Building and delivering solutions that meet customer expectations. Establishing and maintaining effective customer relationships. Pro-actively partnering in pursuit of shared goals. 	Management Collaborative level
Action Oriented	<p>Take on new opportunities and tough challenges with purpose, urgency and discipline, by</p> <ul style="list-style-type: none"> Readily taking ownership and action on challenges, without unnecessary planning and being accountable for the results Identifying and seizing new opportunities Displaying a can-do attitude in good and bad times, and celebrating success Stepping up to manage tough situations and encouraging my colleagues to do the same 	Management Collaborative level
Decision Quality	<p>Make good and timely decisions that keep the organisation moving forward, by</p> <ul style="list-style-type: none"> Making sound decisions, even in the absence of complete information. Relying on an appropriate mix of analysis, wisdom, experience, and judgement to make valid and reliable decisions Considering all relevant factors and using appropriate decision-making criteria and principles; taking calculated risks where required. Recognising when a quick 80% solution will suffice, and when it will not. Analysing information to make effective decisions in order to improve performance. 	Management Collaborative level
Organisational commitment and Public Service	<p>Role Models the standards of integrity and conduct of the Public Sector and contributes to the development of, and helps promote and builds commitment to SIFA's vision, mission, values and services, by</p> <ul style="list-style-type: none"> Willingly undertaking any duty required within the context of the position. 	Management Collaborative level

- Managing own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents.
- Understanding Equal Employment Opportunities (EEO) principles and the application of these to SIFA.
- Complying with all legislative requirements and good employer obligations.

Personal Requirements

A proven tracked record of experience and achievement in:

- Bachelor's Degree from a recognised University in Arts, Management, Finance, Accounting, Commercial Law or Economics.
- Five years proven experience in supervision and/or Management.
- Five years of experience in a similar regulatory authority or the finance industry.
- Good sound knowledge of SIFA legislations, sufficient enough to train Registration/Legal Officers.
- An active interest in changes in the international financial services legislation and is pro-active in seeking out the latest knowledge on registration requirements; able to benchmark SIFA against other centres performance.
- Experience in training staff.
- Experience in measuring performance.
- Ability to communicate effectively with people at all levels
- Experience in creating and documenting processes and appreciates the importance of discipline in maintaining these.
- Report writing that is clear, concise, fluent, appropriate and readily understood by the intended audience.
- Maintaining integrity and high ethical standards in the conduct of work.
- Guided by values of honesty, impartiality, respect, transparency and accountability.
- A strong client service attitude, with sound relationship management skills.
- Must have the legal right to live and work in Samoa