

**VISION STATEMENT:**

To be the leading dual-sector transformative university predicated on inclusiveness, innovation and accessibility for Fiji and the Pacific.

**MISSION STATEMENT:**

To serve the people of Fiji and the wider Pacific region with leadership that engages with people and communities, respects partnership, enhances excellence, and provided education and skills that promote sustainability through research with real world impact and contributes to self-development.

**1. POSITION DETAILS**

Position : Head of Training – Information Technology  
Grade : 7  
Incumbent :  
Division : National Training and Productivity Centre  
Department : Information Technology  
Location : Namaka Campus  
Reports to : Pro Vice Chancellor TVET Pasifika & NTPC through Director Industry Training, NTPC.

**2. PURPOSE**

The purpose of this position is to oversee the smooth running of the Department of Information Technology (DIT) day to day operations. The Department of Information Technology is responsible for providing the - IT trainings to the industries and people of Fiji.

**3. ORGANISATION CHART**

Position of Your Immediate Supervisor: Director Industry Training, NTPC.

In the table below write down the positions reporting to you (if any). For each of those positions, indicate the number of staff reporting to them.

Number of positions reporting to you	Number of staff reporting to them
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1 x Principal Instructor	None.
3 x Senior Instructors	
3 x Instructors	
2 x Assistant Instructors	
2 x Administrators	

#### 4. KEY ACCOUNTABILITIES

<b>Planning</b> <ul style="list-style-type: none"> <li>Plan and steer the DIT towards success.</li> <li>Achieve Corporate &amp; Departmental Plan Goals.</li> <li>Develop Individual Performance Plan.</li> <li>Develop IT Strategic Plan for the Organisation.</li> <li>Assist in IT Audit for the Organisation.</li> <li>Identify the resource needs of the department including ICT equipment, Training Equipment and Consumables</li> <li>Ensure that the department builds its capacity to provide training, consultancy, assessment, evaluation, auditing and advisory services in the respective fields to the industry</li> </ul>
<b>Budgets</b> <ul style="list-style-type: none"> <li>Develop Department Budgets.</li> <li>Develop CAPEX and Operational Budgets.</li> <li>Control Expenditure.</li> <li>Prepare procurement specifications and initiate procurement of goods and services for the department</li> </ul>
<b>Training and Development</b> <ul style="list-style-type: none"> <li>Performance Coaching.</li> <li>Performance Counselling.</li> <li>Performance Review.</li> <li>Performance Management.</li> <li>Performance Appraisal.</li> <li>Lead and organise Industry Training Advisory Committee (ITAC) program reviews</li> <li>Facilitate training program reviews and accreditations internally, locally as well as internationally</li> <li>Submission of training and consultancy proposals and EOI's</li> </ul>
<b>Oversee and Manage Projects</b> <ul style="list-style-type: none"> <li>Manage and oversee Projects in the Department.</li> <li>Ensure that Projects are successfully completed.</li> <li>Ensure financial feasibility of all projects</li> </ul>
<b>Supervision and Leadership</b> <ul style="list-style-type: none"> <li>Supervise the IT Staff in all the Centres.</li> <li>Visit and meet all Staff in all the Centres.</li> <li>Lead and direct the department to achieve the strategic objectives of NTPC and FNU</li> <li>Ensure compliance to the FNU HR policies and procedures and manage disciplinary issues</li> <li>Recruitment of offshore resource personnel for executive IT training programs</li> </ul>

<p><b>Innovation and Creativity of IT Programs.</b></p> <ul style="list-style-type: none"> <li>• Develop new business strategies to compete in the market.</li> <li>• Initiate new modes for doing business.</li> <li>• Ensure conformance to the internal procedures and ISO 9001 standard</li> <li>• Validate and continually review standard operating procedures and forms</li> <li>• Champion Quality Circle and 5S activities</li> <li>• Implement technological innovation in course delivery and assessments</li> </ul>
<p><b>Decision Making and Problem Solving</b></p> <ul style="list-style-type: none"> <li>• Ensure that decisions are made for the betterment of the department and NTPC as a whole.</li> <li>• Empower staff.</li> </ul>
<p><b>Networking</b></p> <ul style="list-style-type: none"> <li>• Meet industry frequently.</li> <li>• Organise Industry Development Forums.</li> <li>• Maintain networking and Healthy Relationships with the Industry.</li> </ul>
<p><b>Marketing</b></p> <ul style="list-style-type: none"> <li>• Work very closely with the Marketing Officer in promoting IT Courses.</li> <li>• Market IT Courses.</li> <li>• Develop new Marketing Strategies.</li> <li>• Participate in Industry &amp; Community Discussion Forums, Roadshows, Seminars and talkback shows</li> <li>• Promote productivity improvement initiatives within the departments course curriculum</li> </ul>
<p><b>Asset Management</b></p> <ul style="list-style-type: none"> <li>• Maintain the Asset Register.</li> <li>• Ensure that the Department Assets are taken care of.</li> <li>• Work closely with Manager Properties.</li> <li>• Participate in the asset disposal process and organize proper disposal of old assets.</li> </ul>
<p><b>OHS</b></p> <ul style="list-style-type: none"> <li>• Work closely with OHS Committee.</li> <li>• Ensure that all IT Centres are OHS Compliant.</li> <li>• Ensure that all Staff are Aware of OHS Policy.</li> </ul>
<p><b>Strategic Alliances</b></p> <ul style="list-style-type: none"> <li>• Ensure that a healthy relationship with the strategic partners is maintained.</li> <li>• Develop new Strategic Partnership arrangements.</li> </ul>
<ul style="list-style-type: none"> <li>• Develop and Implementation of Policies.</li> <li>• Uphold and comply to Quality Management Systems (ISO procedures).</li> <li>• Amend the Quality for improvement.</li> </ul>

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<b>Reporting</b> <ul style="list-style-type: none"> <li>Report Department Activities to Director Industry Training, NTPC on monthly, quarterly and annual basis.</li> <li>Prepare Annual Reports.</li> <li>Act as advisor to Director -Industry Training</li> <li>Prepare business case for new recruitments, business plan for new capital projects and project initiation document for new projects.</li> </ul>
<b>Conferences and Events</b> <ul style="list-style-type: none"> <li>Lead and organize the National Conference on IT (NCIT) on an annual basis</li> <li>Organize IT webinars and create awareness of the emerging cybercrimes and other IT related security issues</li> </ul>
<b>Participate in local and international events related to ICT</b>
<b>General Responsibility</b> <ul style="list-style-type: none"> <li>To undertake all other relevant duties as directed by the supervising officer or the Vice Chancellor.</li> </ul>

## 5. KEY RESULT AREAS AND KPIS

Key Result Areas (KRAs)	Key Performance Indicators (KPI) – Tasks and Objectives	Outcomes & Achievements: Comments on Progress to date
Administrative support and assistant to the Director	<ul style="list-style-type: none"> <li>Ensure that the Department has an explicit mission, priorities for service delivery and adequate policies and procedures in place.</li> <li>Assist the Director -Industry Training when and where needed.</li> <li>Ability to plan and coordinate duties assigned by the Director.</li> <li>Ensure that the Department operates without any hindrance on day-to-day business.</li> <li>Direct and guide all departmental staff.</li> </ul>	<ul style="list-style-type: none"> <li>Reports as per request are delivered according to customer specifications, promptness, delivery, presentation, and accurate with a balanced approach.</li> <li>Functioning to satisfactory outcomes.</li> </ul>
Compliance	<ul style="list-style-type: none"> <li>Assist the Director NTPC, ensure the compliance of the Department to the academic support functions, relevant collective agreements, Acts, Regulations and Legal obligation.</li> <li>Individuals work plans of the Department must be aligned to corporate objective, mission and vision of the University.</li> <li>Also assumes any additional duties assigned by the Vice Chancellor.</li> <li>Carry final responsibility and initial signature authority for all documents with agencies and institutions external to the University.</li> </ul>	<ul style="list-style-type: none"> <li>Regular</li> </ul>
Administration	<ul style="list-style-type: none"> <li>Carries out the administration duties of the office.</li> <li>Strict compliance with FNU policies and procedures.</li> </ul>	<ul style="list-style-type: none"> <li>Regular</li> </ul>
Meetings	<ul style="list-style-type: none"> <li>Conduct and attend staff meetings.</li> </ul>	<ul style="list-style-type: none"> <li>On going</li> </ul>

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	<ul style="list-style-type: none"> <li>Liaise regularly with other departments as and when required.</li> </ul>	
Professional Standards	<ul style="list-style-type: none"> <li>At all times conduct in a professional and courteous manner to all staff, students and external community.</li> </ul>	<ul style="list-style-type: none"> <li>No staff, student or external complaints about work performance and behaviour.</li> </ul>

#### **6. KEY CHALLENGES**

- Decision making in an environment of high level of ambiguity and resistance Heads of Colleges/Divisions to accept change.
- Ensuring conformity in implementation of policies and processes in an organisation with diversity in people and organisational culture.

#### **7. AUTHORITY LEVEL**

Operating Expenditure	: As per approved annual operating budgets
Capital Expenditure	: As per approved annual capex budgets
Others	: Petty cash (below \$200)

#### **8. QUALIFICATION**

**Essential:**

- Bachelor's Degree in Information Technology or relevant field.

**Desirable:**

- A Post Graduate qualification would be an advantage.
- TOT's or Certificate IV in Training and Assessment.

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### 9. EXPERIENCE

#### Essential:

- At least 10 years' relevant industry work experience within a university

### 10. KNOWLEDGE & SKILLS

- Extensive leadership and decision-making skills, and the ability to lead, manage and control human, physical and other resources is essential.

### 11. WORKING RELATIONSHIP

INTERNAL	Frequency
Management, Students/Participants, Staff members, All Training Staff/Academic Staff and Non-teaching Staff/Professional Staff, Directors, Deans, Vice Chancellor	Daily

EXTERNAL	Frequency
FNU Stakeholders, Commercial and Non-Commercial Industries, Industry, Professional Associations, Government Ministries, Participants, School/Department Principals, Statutory bodies, NGOs and External Institutions/Universities.	Daily

### 12. JOB DESCRIPTION AND VARIATION TO EMPLOYMENT CONDITIONS

It is acknowledged and agreed that from time to time as result of the evolving needs of the employer, the Employee may be required to upgrade his/her qualifications and/or to alter the position or role tasks that are to be carried out. Such alterations shall not be deemed to be a variation of this job description or a breach of its terms providing the substantive nature of the employment remains consistent with the parties' intention at the time of contracting.