



Ministry of Internal Affairs  
GOVERNMENT OF THE COOK ISLANDS

PO Box 98 Rarotonga Cook Islands Phone (682) 29370 Fax (682)23608 www.intaff.gov.ck

### POSITION SUMMARY

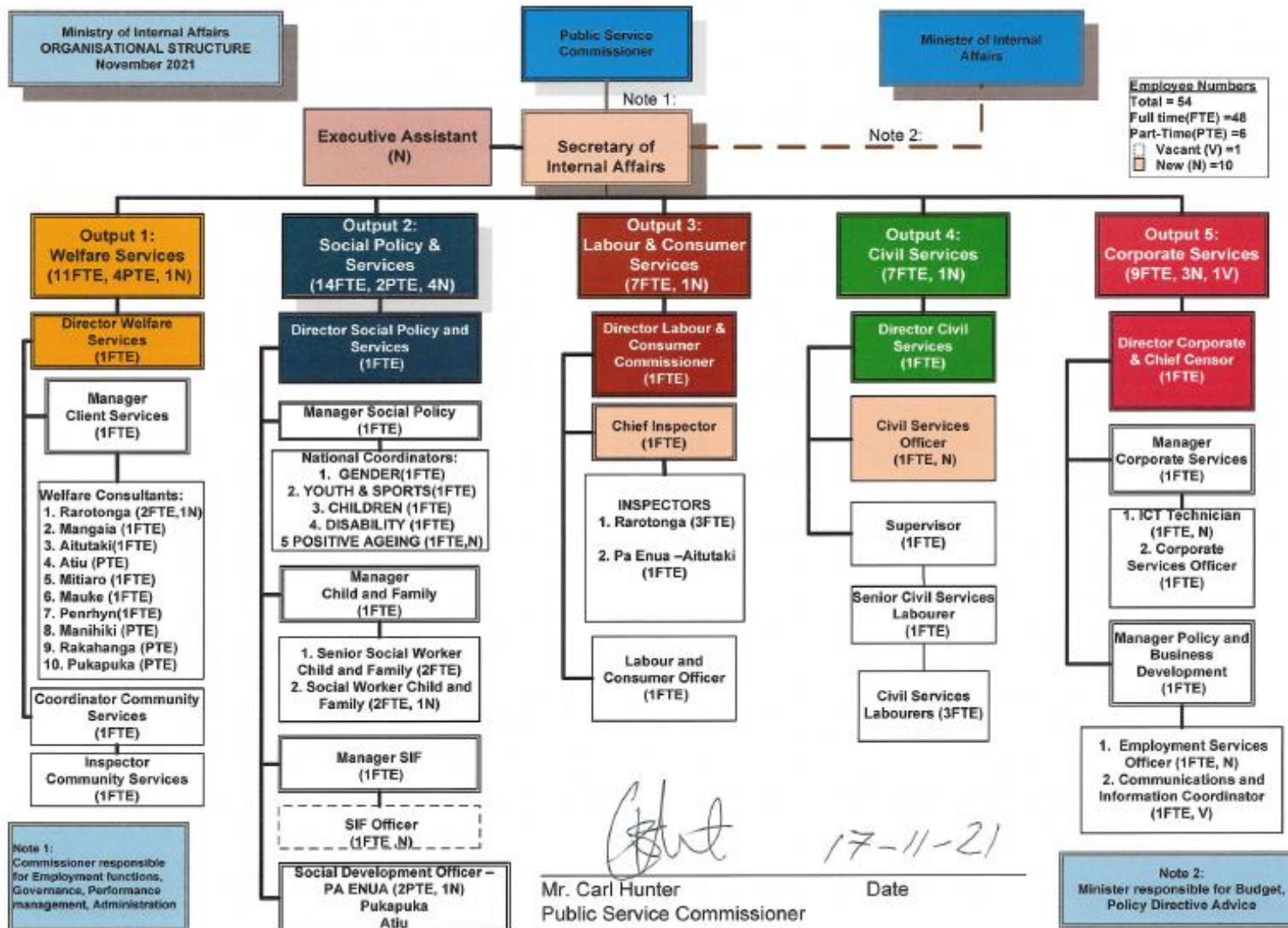
<b>Job Title:</b>	Inspector
<b>Division:</b>	Labour and Consumer Services
<b>Responsible To:</b>	Chief Inspector and Director
<b>Responsible For:</b>	N/A
<b>Job Purpose:</b>	To support the prosperous economic development of the Cook Islands through effective implementation of National Labour and Consumer Legislations and Policies that are relevant and complied with.
<b>Job Classification:</b>	Jobwise Level - <b>T3</b> Salary Band – <b>F</b>
<b>Date updated:</b>	4 February 2020
<b>Date approved by JEC:</b>	27 February 2020

### AGENCY VISION

*Expand economic opportunities, improve economic resilience and productive employment by ensuring descent work for all in the Cook Islands.*

*Kopu Tangata Matutu, Iti Tangata Matutu.  
Strong, resilient families and communities.*

# ORGANISATIONAL STAFFING STRUCTURE



## KEY RESULT AREAS (KRA'S)/OUTPUTS

KRAs for this position (maximum of 6): <ol style="list-style-type: none"> <li>1. Support for Compliance, Advice and Awareness through Inspections</li> <li>2. Support for WC Claim Assessment</li> <li>3. Divisional Support</li> <li>4. Teamwork, Continuous Improvement and INTAFF Values</li> </ol>	Key Performance Indicators (use SMART principles)
<b>1. Support for Compliance, Advice and Awareness through Inspections</b>	<i>Jobholder is successful when:</i>
<ul style="list-style-type: none"> <li>• Supports the implementation of the Cook Islands Employment Relations Act 2012 and Regulations, WHS legislation and Regulations, the Workers Compensation legislation, the Consumer Guarantees Act 2008 and the Fair Trading Act 2008;</li> <li>• Conduct the weekly inspections to ensure compliance to all five legislations;</li> <li>• Assist with the queries and complaints process efficiently and effectively;</li> <li>• Comply and follow with all required workplace systems and procedures for the Inspectorate;</li> <li>• Support stakeholder and public awareness through presentations, campaigns, workshops and targeted training;</li> <li>• Assist with the investigations of all incidents efficiently;</li> <li>• Assist the Chief Inspector with the assessment of corrective actions for stakeholders found in non-compliance of the Acts;</li> <li>• Assist the Chief Inspector to accurately prepare and file information for the Director in the prosecution of infringements against the Acts.</li> <li>• Assist the Chief Inspector to provide timely advice to the Director on issues and concerns relating to all labour and Consumer matters;</li> </ul>	<ul style="list-style-type: none"> <li>• Number of Inspections completed, reports produced and data management</li> <li>• Internal Policy and procedures developed</li> <li>• Advice given is concise, succinct and enables good decision making</li> <li>• Level of compliance from stakeholders increased</li> <li>• Data management system developed and maintained</li> <li>• Investigations completed within allocated timeframe</li> <li>• Provision of Weekly Updates</li> <li>• Trainings, workshops and courses attended for capacity development</li> </ul>
<b>2. Support for WC Claim Assessment</b>	<i>Jobholder is successful when:</i>
<ul style="list-style-type: none"> <li>• Secondary contact for worker compensation claims and ensuring all claims are managed in compliance with legislation;</li> <li>• Assist in strengthening the relationships with all stakeholders involved in a claim to ensure effective service delivery;</li> <li>• Maintain factual file notes and manage information within legislative requirements;</li> <li>• Provide strategic advice and information to stakeholders on the management of claims;</li> <li>• Interpret legislation and policy and present recommendations to Director.</li> </ul>	<ul style="list-style-type: none"> <li>• Number of Claims received and processed</li> <li>• Accurate Database recorded and maintained</li> <li>• Development of promotional activity and materials</li> <li>• Provide timely and accurate responses to stakeholder queries</li> <li>• Provision of weekly updates</li> </ul>
<b>3. Divisional Support</b>	<i>Jobholder is successful when:</i>
<ul style="list-style-type: none"> <li>• Support in the preparation of divisional strategic plans, annual report, Cabinet submissions, ministerial briefs and ILO reports;</li> </ul>	<ul style="list-style-type: none"> <li>• Number of trainings and workshops organised and completed</li> <li>• Number of working relationships established and outcomes align with Divisional plans</li> </ul>

<ul style="list-style-type: none"> <li>• Support in the creation and implementation of targeted employer/employee training, presentations, awareness programmes and workshops;</li> <li>• Support and encourage a positive working relationships with the public sector, private sector, non-governmental organisations, regional and international agencies</li> </ul>	
<p><b>4. Teamwork, Continuous Improvement and INTAFF values.</b> <i>Creates a team environment, monitors performance.</i></p>	<p><i>Job holder is successful when:</i></p>
<ul style="list-style-type: none"> <li>• Compliance with Code of Conduct and all policies (Internal and OPSC).</li> <li>• Positively contributes to improvement in output delivery by the team, efficiency of processes, procedures and behaviours.</li> <li>• Willingly assists the Secretary and other team members to learn new skills and share knowledge.</li> <li>• Lives the I.N.T.A.F.F. values actively and participates in all scheduled team activities.</li> </ul>	<ul style="list-style-type: none"> <li>• Mid-Year and Annual self-assessments of performance are completed in a timely manner and areas of improvement agreed and worked on</li> <li>• Full attendance and contribution to team meetings as recorded in minutes</li> <li>• Contributes to team performance</li> </ul>

## WORK COMPLEXITY

<i>Indicate most challenging problem solving duties typically undertaken (3-4 examples):</i>	
1	Prioritising support with resource and technical capability constraints
2	Managing the expectations of all stakeholders
3	Workers' rights e.g. foreign workers
4	Challenges in providing adequate support services

## AUTHORITY

Authority levels expressed in terms of routine expenditure, granting loans, and recruiting and dismissing staff. *(Explain the authority if any)*

<b>Financial</b>	N/A
<b>Staff</b>	N/A
<b>Contractual</b>	N/A

## FUNCTIONAL RELATIONSHIPS

The requirement for human relations skills in dealing with other personnel and external contacts. *(List the external and internal types of functional relationships)*

<b>Internal</b>	<b>Nature of Contact</b>	<b>External</b>	<b>Nature of Contact</b>
Secretary	Light	Minister	Light
Director	High	Govt Agencies	Medium
Other Staff & HOD's	Light	Stakeholders	High
		Social Partners	Medium
		Media/General Public	Medium

## QUALIFICATIONS (OR EQUIVALENT LEVEL OF LEARNING)

Level of education required to perform the functions of the position. This combines formal and informal levels of training and education.

<b>Essential: (least qualification to be competent)</b>	<b>Desirable: (other qualifications for job)</b>
<ul style="list-style-type: none"> <li>• Diploma in Management, Industrial relations, Human Resource or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Tertiary degree in management, industrial relations, HR or equivalent</li> </ul>

## EXPERIENCE

The length of practical experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education.

<b>Essential: (least number of years to be competent)</b>	<b>Desirable: (target number of years you are looking for)</b>
<ul style="list-style-type: none"> <li>• At least 1 year practical work experience in compliance and inspections</li> <li>• At least 3 year practical work experience in any government administrative role</li> </ul>	<ul style="list-style-type: none"> <li>• At least 3 years practical experience in Compliance and inspections</li> <li>• At least 1 year practical experience in area of mediation and arbitration skills</li> </ul>

## KEY SKILLS /ATTRIBUTES/JOB SPECIFIC COMPETENCIES

<b>Level of ability required for the job</b>	
<b>Expert</b>	<ul style="list-style-type: none"> <li>• Strong negotiation and conciliation skills</li> <li>• Ability to provide evidence based policy advice</li> <li>• Ability to ensure effective law enforcement in non-compliance</li> <li>• Ability to work under minimal supervision</li> </ul>
<b>Advanced</b>	<ul style="list-style-type: none"> <li>• Ability to research and analyse international standards and practices (locally, regionally and internationally)</li> <li>• Strong understanding of national legislation</li> <li>• Effective investigative and case management skills</li> <li>• Effective report writing skills</li> <li>• Ability to engage and manage diverse relationships</li> </ul>
<b>Working</b>	<ul style="list-style-type: none"> <li>• Ability to learn and understand new processes particularly in a Government context</li> <li>• Strong work ethic</li> <li>• Ability to negotiate and manage employers and workers expectations</li> <li>• Strong sense of initiative</li> <li>• Strong Computer Literacy skills</li> </ul>
<b>Awareness</b>	<ul style="list-style-type: none"> <li>• Strong written and verbal communications (in English and Maori)</li> <li>• Effective time management and workflow skills</li> <li>• Knowledge of public service policies relating to HR, Employment, OSH, information management, asset management</li> </ul>

**CHANGE TO JOB DESCRIPTION**

Changes to the Job description may be made from time to time in response to the changing nature of the Agency work environment - including technological or statutory changes.

**RECRUITMENT ACCEPTANCE AND ENDORSEMENT**

**Approved:**

\_\_\_\_\_

Manager/Director

\_\_\_\_\_

Date

\_\_\_\_\_

Employee

\_\_\_\_\_

Date

**ACCEPTANCE AND APPROVAL OF THE JOB & EVALUATION COMMITTEE ASSESSMENT**

**Date Approved:**    \_\_ / \_\_ / 2020

Accepted and Signed for and on behalf of the Ministry of Internal Affairs:

**Secretary of Internal Affairs**