

Opening Date: 31 December 2018
Closing Date: 21 January 2019
Location: Tortola
Vacancy Notice No. 61/ 2018
Job Classification: Grade 15
Ministry/Department/Unit: Office of the Complaints Commission
Position Details: One year probationary period
Established position
Employment Type: Full-time
Remuneration/Benefits: Salary range **\$51,069 – \$81,146**. Salary is commensurate with relevant qualifications and experience.

JOB VACANCY NOTICE

Assistant Complaints Commissioner

Government of the Virgin Islands



ROLE SUMMARY

The successful applicant will assist the Complaints Commissioner is providing leadership in the area of investigations to ensure effective and efficient services are provided to the public.

MAIN RESPONSIBILITIES

1. Provide legal advice of different legal issues.
2. Conducts complex investigations into complaints or special investigations as assigned by the Complaints Commissioner in a comprehensive and timely manner.
3. Conduct complex, professional interviews, often involving senior management, prepare investigation reports and convey ideas clearly and concisely, both orally and in writing.
4. Conduct legal analysis and research on legal matters and the review of complaints.
5. Liaises with the Attorney General's Chambers, external legal advisors, and other relevant persons for assistance and guidance as needed.
6. Manages the relationship and communications between the press, the Department of Information and Public Relations and other stakeholders to ensure a high level of customer awareness.
7. Manages the public relations and marketing activities by ensuring proper maintenance of the website and education on the functions of the Office of the Complaints Commission.
8. Provide for the effective tracking, management of and reporting on cases at all stages of investigations to ensure resolution.
9. Effectively and professionally communicate regarding investigation progress and findings.
10. Prepare reports to effectively communicate the results of investigations to relevant persons.
11. Supervises the office staff and operations of the Office of the Complaints Commission to ensure that the work of the office conforms to established standards, procedures and meets quality standards.
12. Manages the office in the absence of the Complaints Commissioner.
13. Perform any other related duties as required by Complaints Commissioner in order to contribute to the effectiveness and efficiency of the Office of the Complaints Commission.

BEHAVIOURAL COMPETENCIES

1. Manage relationships across the organisation
2. Provide leadership in the area of responsibility
3. Encourage innovation in the organisation
4. Communicate and influence effectively
5. Ensure compliance with legal, regulatory, ethical and social requirements
6. Manage own resources, development and networks
7. Obtain and analyse information for critical decision-making

WORKING CONDITIONS/ ENVIRONMENTAL FACTORS

- Normal office environment
- Extended work hours

MINIMUM QUALIFICATIONS AND EXPERIENCE

- Bachelor of Public Policy, Business Management, Law or related
- Five (5) years post qualification experience
- BVIlander/Belonger is preferred
- Expert knowledge of Government structure, policies and procedures
- Sound knowledge of applicable statutes and statutory interpretation
- Good oral and written communication skills
- Sound legal research skills
- Ability to master and interpret legislation
- Sound analytical, negotiating, interpersonal and organisational skills
- Experience in conducting and advising on complex workplace investigations

HOW TO APPLY

All applications for employment to the Public Service, including applications for transfer under the Employee Mobility Programme must be submitted to the address provided below by the job closing date.

Agency:

Public Service Commission
c/o Department of Human Resources

Applicants should submit the Employment Application (available at: www.bvi.gov.vg); a Résumé/Curriculum Vitae of their relevant experience and qualifications; with two personal reference letters; certified copies of identification, citizenship, and academic certifications/diplomas/licenses, along with a police certificate from your place of residency.

The job title of this position is in the process of being changed and will be effective upon the approval of the 2019 budget. The change to the job title does not in any way change the scope, responsibility and function of the position.

It is the policy of the Government of the Virgin Islands that appointments to the Public Service, and promotions within the Service, be based on the merit principle – without discrimination based on race, age (save as restricted by law), religion, political affiliation, sexual orientation, marital status, or family relationship.

Road Town, Tortola VG 1110
British Virgin Islands
Or by email: hrdeployment@gov.vg

Applying through the Employee Mobility Programme: Applicants interested in transferring to the Public Service through the Employee Mobility Programme must submit the standard Employment Application (see above) along with the Employee Mobility Application (available at: www.bvi.gov.vg/services/emp). All sections of both forms must be thoroughly completed in order to prevent delays in processing applications. For more information about the Employee Mobility Programme, click www.bvi.gov.vg/services/emp.

Important Notice: Qualified candidates who are considered for potential employment with the Government of the Virgin Islands may be requested to provide further criminal history record information. Evidence of a criminal conviction or other relevant information obtained shall not automatically disqualify an individual from employment with the Government of the Virgin Islands.