



Job Description

Corporate Service Director (3 years fixed-term)

The National Communications Authority of Timor-Leste, formally Autoridade Nacional de Comunicações (ANC), is a statutory authority established by the Telecommunications Decree-law No. 15/2012 of 28 March 2012.

The ANC is seeking to employ a **Corporate Service (CS) Director**, who reports to the Chairman of the ANC, to provide effective leadership to a professional team to support the operational needs of the ANC that includes Information Technology, Human Resources, Administrative and Customer Services, Procurements & Logistics.

A. Key Responsibilities and Duties

The Corporate Service Director will:

1. Human Resources

- 1.1. Oversee the Human Resources function, ensuring the provision of advice on HR matters to the Chairman and Board members, including assisting in the development and review of relevant HR strategies, policies and procedures;
- 1.2. Provide advice and guidance to the Chairman and Board members on organisational development matters;
- 1.3. Monitor and provide inputs on remuneration and entitlement levels to ensure that they align with market standard and regulation in place;
- 1.4. Ensure the provision of a range of services such as recruitment and selection; training and development; disciplinary and grievance procedures;
- 1.5. Liaise with other directorate to understand all necessary aspects of their learning and development needs, and to ensure they are fully informed of corporate learning and development objectives;
- 1.6. Ensure that all HR policies and procedures and practices are in compliance with labour code;
- 1.7. Create a great team environment through effective team communication and relationship building skills;
- 1.8. Maintaining and managing adherence to health and safety policies and procedures and ensuring compliance with relevant safety regulations and standards.

2. Payroll and Budget Preparation

- 2.1. Forecast requirements and to assist in the preparation of annual budgets;
- 2.2. Ensure CS budget targets are met, develop, implement and comply with internal financial and accounting policies and procedures.
- 2.3. Oversee all payroll functions to ensure that employees are paid in a timely and accurate manner;

2.4.To implement and improve financial management systems and procedures across the organisation including internal controls and completion of the annual audit.

3. Procurement and Logistics

- 3.1.Provide leadership, direction and support in delivering efficient and compliant procurement and contract management arrangement;
- 3.2.Lead the development and implementation of a procurement and contract management framework, policies and process.
- 3.3.Ensure effective procedures and facilities to deal with storage, and inventory management;
- 3.4.Support the Procurement and Logistic team to perform analysis of inventory to ensure the use of inventory effectively, purchasing the right equipment according to the needs, maintaining solid inventory data and reduce unexpected costs.

4. Information, Communication and Technology

- 4.1. Ensure security and continuity of ANC information systems in maximizing productivity;
- 4.2. Monitor and Ensure ANC website is promptly up to date according to ANC's policy and procedure;
- 4.3. Review and maintain an up to date knowledge of the ANC needs in the area of ICT and in particular in relation to ANC PC and application software.

5. Administration

- 5.1. Assist and establishment and operation of ANC administration systems and procedures;
- 5.2. Implementation and application of responsive and flexible work practices in the ANC;
- 5.3. Responsible for day to day management of the administration team also employment issues that may arise within the team;
- 5.4. Monitoring and ensure the office environment in comfortable, clean and meet employee's needs;
- 5.5. Ensure efficient and effective customer services and records management process;
- 5.6. Improve and communicate customer issues within the team and devise ways of improving the customer experience, including resolving problems and complaints.

B. Other Responsibilities

1. Promote the ANC's Code of Conduct and fulfill its requirements at all times;
2. Provide a consistently high level of service to the ANC and its stakeholders in a prompt and pleasant manner;
3. Apply the ANC's document control system to all documents;
4. Maintain the highest ethical standards and confidentiality in dealing with ANC staff and stakeholders;
5. Develop own skills and knowledge in order to better deliver administrative functions and duties and participate in the ANC business improvement and corporate development programs;
6. Ensure effective use of relevant application software systems.

C. Reporting

Reports to:	Chairman of ANC (National Communications Authority)
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D. Selection Criteria and Desirable Qualities

- At least 5 years progressive experience in the area of corporate services.
- Experience in one or more areas in human resources, business administration management, accounts management including budgeting, forecasting and monthly financial reporting.
- Proven record of success in a corporate or a public organization in policy development, procedures and processes, building system and tools to support growth-oriented organization.
- Experience of managing facilities and services for a medium sized organization.
- Experience in organizational performance management system.
- Experience in monitoring and evaluation framework, change management experience.
- Excellent organizational skill efficiency.
- Excellent analytical and proven problem solving.
- Ability to work in a multi-cultural environment.
- Proficient in the use of Microsoft office programs.
- Fluency in verbal and written: Tetum, English and Portuguese.
- Excellent communication (both written and oral) skill.
- Be a citizen of Timor-Leste.