

Job Description: Team Leader, Labasa Office

Corporate Information

Salary Range:	FJD\$35,000–FJD\$45,000
Location:	Labasa
Reporting Responsibilities:	• Reports To: Director • Liaises with: Corporate, Legal and Policy, Education and Advocacy, Communications • Subordinates: One

Role Purpose

To provide strategic leadership and operational management for the Commission's day-to-day Labasa Office operations. This role is responsible for overseeing all office functions, including complaint handling, human rights investigations, community engagement across the Northern Division, and the effective management of staff and resources. This role provides leadership, coordinates programs and ensures compliance with Commissions policies and standards.

Key Responsibilities

1. Office Leadership & Management

- Provide day-to-day leadership and management of the Labasa Office, ensuring efficient and effective operations.
- Formulate and propose the annual budget for the unit's activities, ensuring it aligns with operational plans and strategic objectives, for inclusion in the overall office annual budget.
- Monitor expenditure and ensure all unit spending is accountable and remains within the allocated budget, providing regular financial reports to the Director.
- Lead the development, implementation, and monitoring of the unit's Annual Work Plan, ensuring alignment with the Commission's strategic objectives.

2. Complaints & Investigations

- Oversee the end-to-end complaints process, from initial receipt and assessment to resolution, ensuring strict adherence to Commission protocols.
- Work closely with the Manager of Complaints and Investigations in Suva, addressing complaints through a collaborative approach and receiving referrals as appropriate.
- Compile and provide monthly complaints data and reports to the Director and copy the Manager of Complaints and Investigations for inclusion in the Complaints and Investigations monthly report to Director.
- Work closely with the Complaints and Investigations Unit to lead and facilitate complex investigations into alleged human rights violations, drafting high-quality investigation reports, findings, and actionable recommendations.

3. Stakeholder & Community Engagement

- Work closely with the Education and Advocacy Unit and Communications Strategists to develop and lead human rights education, awareness, and capacity-building initiatives for communities, educational institutions, and organizations throughout the Northern Division.
- Build and maintain strong, collaborative relationships with key stakeholders in the region.

4. Strategic & Administrative Contribution

- Support corporate functions by providing accurate operational data, statistics, and insights for annual reports and corporate planning.
- Assist the Director in developing the Commission's Strategic Plan and other organizational policies to ensure operational effectiveness and compliance.
- Work collaboratively with the Suva Office and other internal divisions to advance the Commission's strategic priorities.

5. Donor Project Management and Representation

- Lead and manage the implementation of donor-funded projects within the unit, ensuring activities, reporting, and outcomes are delivered on time, within scope, and in compliance with donor agreements.
- Represent the Commission with authority and professionalism at external meetings, workshops, and public forums as delegated by the Director.
- Develop and implement robust Monitoring & Evaluation (M&E) frameworks to assess the effectiveness, impact, and outcomes of all training activities.

6. General Duties

- Assist with the preparation of the Commission's annual reports

- Undertake any other duties as directed by the Director to support the strategic objectives and operational needs of the Commission.

Person Specification

Qualifications and experience

- At a minimum, degree in law, management, social sciences, human rights, or a related field.
- Minimum 5 years of experience in investigations, compliance, legal analysis or policy development.
- Experience in managing office operations, ideally in a government, NGO, or community-based setting.
- Strong analytical, interviewing, and report-writing skills.
- Demonstrated leadership experience, including managing staff.
- Experience undertaking community engagement and stakeholder outreach.

Skills

- Strong analytical, problem-solving, and interviewing skills.
- Excellent written and verbal communication skills, with a demonstrated ability to produce clear and concise reports.
- A proven ability to build effective working relationships and collaborate with colleagues across different locations and divisions.
- Experience in budget preparation, monitoring, and operational planning.
- Proficiency in Microsoft Office Suite; willingness to learn Excel and other financial management software as required.

Personal attributes

- Ability to prioritise and manage multiple tasks.
- Ability to collaborate, including with colleagues working in other locations.
- Willingness to undertake travel when required.
- High ethical standards.
- Knowledge of working in the Pacific, preferably in Fiji.