



## JOB DESCRIPTION

<b>Position Title:</b> Compliance Officer	<b>Department:</b> Compliance
<b>Reports to:</b> Chairman	<b>Employee Category:</b> Contract

### **Job Summary**

The Compliance Officer (“CO”) role is to ensure that the Telecommunications Regulatory Commission (“the Commission”) operates safely and ethically. The CO ensures that Commission and staff are in compliance with applicable laws, rules and regulations, adhering to policy and applicable to the regulatory framework, applying sound ethical judgment regarding personal behavior, conduct and business practices. The CO role is a very senior position, requiring strong written and oral communication skills and the responsibility of being called upon to positively represent the Commission at regulatory meetings, holding discussions with legal counsel and attending legal hearings.

Excellent attention to detail is one of the most essential assets for the CO, as the incumbent is responsible for ensuring all aspects of the Commission’s operation meet standards. The CO should have strong problem-solving abilities to identify issues and remedy them as necessary.

The CO shall have unrestricted access to: (a) the directors, senior management and external auditor(s) of the Commission; (b) the staff of the Commission in order to seek information and explanations concerning compliance matters; (c) documents and information relating to the business of the Commission and its customers.

The CO operates independently within the guidelines, policies, directives and established precedence.

### **Education/Experience**

- Bachelor’s degree (MBA preferred) in business, finance, or economics;
- 7-10 years of business management experience across a range of business disciplines including corporate management risks and compliance;
- Intermediate Computer Skills in Microsoft Word, Excel and Outlook;
- Past experience in a similar role would be a benefit;
- A professional certification in the field of auditing or compliance is preferred.
- Certification in Compliance

**Job Requirement/Skills:**

The CO must have:

- leadership and management abilities to oversee the compliance responsibilities of the Commission;
- a solid background in statistical, analytical and organizational skills and should possess the ability to collaborate and build partnerships with multiple business units within the Commission;
- strong project management abilities to create and effectively implement compliance policies;
- a strong understanding of the Telecommunications Act and of risk management, compliance, and regulatory requirements;
- excellent communication skills to foster a culture of organizational safety and the ability to educate Commission staff on compliance and regulatory requirement;
- strong problem-solving abilities,
- excellent communication skills, and strong project management abilities

The CO must stay abreast of current industry trends and new regulations to analyze their impact on the Commission;

The CO must maintain the highest level of integrity and lead by example in all areas.

**Job Responsibilities:**

The CO has functional responsibility for:

- maintaining a good knowledge and understanding of the Telecommunications Act, 2006
- working closely with the CEO and other senior executives of the Commission;
- ensuring that the Commission complies with its obligations with respect to the establishment and maintenance of compliance systems and controls;
- identifying, measuring and assessing the compliance risks associated with the Commission's business;
- ensuring that adequate policies, practices and procedures have been defined and implemented to enable ongoing compliance to applicable local regulatory requirements is achieved.
- ensuring necessary policies, practices and procedures are properly approved and documented;
- ensuring the appropriate employees are apprised of all new or revised policies, practices and procedures and specified training has been provided where necessary;
- ensuring that all required reporting activities are completed by the Commission in an accurate and timely manner as prescribed
- developing, disseminating, and enforcing regulatory strategies, policies and guidelines;

- conducting feasibility and user test cases to identify, resolve, or escalate problems
- collaborating with technical and operational personnel to refine and enforce compliance;
- compiling and evaluating regulatory submissions like reports, renewals, variations, maintenance logs, etc. and may also collaborate with corporate lawyers on compliance issues, providing management and the board with progress reports;
- establishing and maintaining the compliance manual and keeping it under regular review and current;
- submitting compliance reports to management, the board and regulatory organisations;
- performing internal audits on the effectiveness of compliance policies;
- establishing and maintaining procedures for the monitoring and handling of complaints
- maintaining files of complaints, investigations and complaints resolution;
- maintaining a register of compliance breaches;
- ensuring that the staff of the Commission are aware of the need for, and the objectives of, compliance and that they are familiar with, and understand, the extent necessary to undertake their responsibilities; judgment regarding personal behavior, conduct and business practices;
- ensuring that the Commission staff complies with all reporting obligations the board and other applicable authorities, including ensuring timeframes for filing, reporting and publishing by the Commission are met;
- collaborating with human resources on appropriate disciplinary actions for personnel who violate compliance/regulatory standards;
- coordinating rollout and training of new or updated regulatory/compliance policies and directives when required.
- interacting with the board and/or external auditors on matters related to audits of the Commission's compliance and regulatory controls;
- performing compliance audits of service providers/licenseses' business;
- reviewing any corrective action plans from service providers/licenseses to ensure the plans address all reported problems and deficiencies along with methods that are in place to prevent reoccurrence;
- developing & carrying out an adequate internal review programme that will confirm compliance to regulatory requirements is in place and establish a self-audit and compliance monitoring programme;

<b>Working Conditions</b>
<ul style="list-style-type: none"><li>• works in a standard office environment and the demands of the position are primarily non-physical;</li><li>• work environment is fast-paced and requires the ability to work under pressure</li><li>• somewhat restricted work area may require sitting for long periods.</li></ul>
<b>REPORTING RELATIONSHIPS</b>
<ul style="list-style-type: none"><li>• Supervision received from: Board of Commissioners</li></ul>






*Salary will commensurate with relevant qualifications and experience.*

Applications should be forwarded to:-

Human Resources – ref Compliance Officer

P.O. Box 4401

Road Town, Tortola VG1110

British Virgin Islands

Or email to:-[dstoutt@trc.vg](mailto:dstoutt@trc.vg)

Application Deadline: September 18, 2020