



# POSITION DESCRIPTION

## Position Details

**POSITION TITLE:** CHIEF MANAGER, COMPLIANCE

Team/Division: Compliance, Samoa International Finance Authority (SIFA)

Location: Level 6, Development Bank of Samoa Building, Apia, Samoa

Salary Range: \$86,700 to \$96,445.08

## Our Purpose

SIFA is responsible for the incorporation and registration of international companies, and is also the regulatory authority for international companies, and supervisor of international banks, international insurance companies, international mutual fund companies and international trust companies.

Our purpose is to play a legitimate and integral role in international financial services where our solutions allow financial planning and risk management and makes possible cross-border vehicles necessary for international financial services.

As one of Samoa's largest Government income earner, we invest our funds back into our community through sponsorship of projects that benefit Samoa's economic growth as well as contributing to the Government budget, and poverty reduction.

## How we Work

SIFA is governed by a Board of Directors and led by the Chief Executive Officer. We employ forty-eight (48) Staff, divided into four Divisions - Registration, Compliance, Business Development, and Finance & Corporate Services. Each Division has a Chief Manager that leads and shapes the Division and Section Heads that coordinate and collaborate with their Teams. The Team goals become the individual members goals and all are expected to work together to achieve this. All Team members are expected to learn all areas within the team's responsibility, become multi-skilled and able to step in at short notice within any role. On-the-job knowledge, positive attitude, exceptional performance and experience is valued and rewarded. We want people's hearts, not just their skills. We want people who have a heart for their Team, a heart for SIFA and a heart for Samoa.

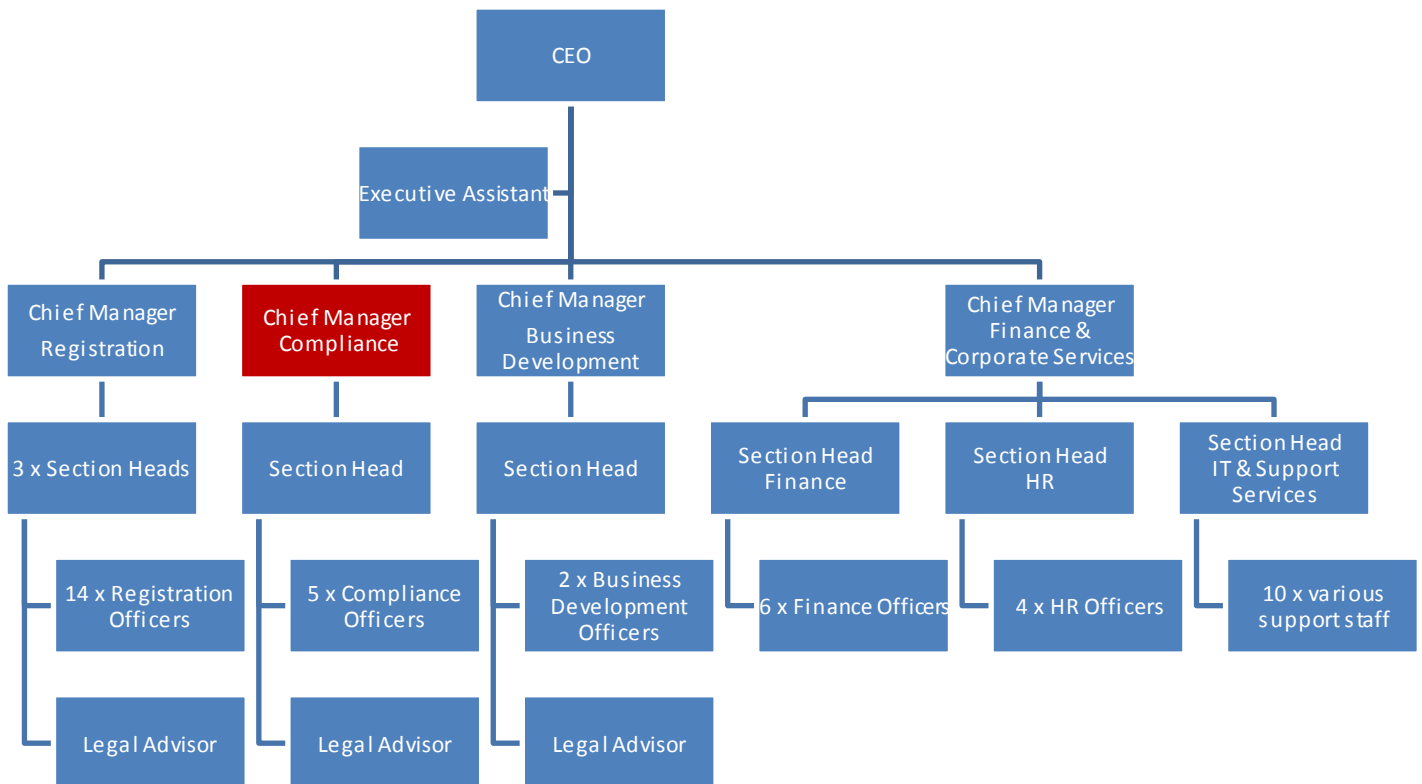
Using a democratic style of communication, Team members are encouraged to discuss and take ownership of Team decisions. There is a high level of trust between Management and Staff. We trust our Staff to be committed to their role and will carry out their tasks. The success of the Team is based on everyone in the Team pulling their weight. Because the Team depends on each other to achieve its goal, Team colleagues are likely to call out the individual that is not pulling their weight. Staff are enabled, encouraged and trusted to make decisions having received clear guidelines, training and competency measurements.

Our aspiration is that SIFA is a great place to work where great work gets done. We believe in harnessing the potential of our people and the diverse skills and life experiences they bring to SIFA.

## Our Character

- Shape** We shape the agenda by challenging the status quo, and by generating and adopting new ideas, to bring those ideas to life. Although we value this competency in all Staff, this competency is expected from each Chief Manager. This means asking ‘why not?’ instead of ‘why?’ and leveraging off the collective that is SIFA in the pursuit of goals that stretch right across Teams, Divisions and even across Government, financial and international bodies.
- Collaborate** We support each other, engage early and proactively partner in pursuit of shared goals. Although all Staff are expected to collaborate, this is a competency expected of all Section Heads. This means Section Heads are expected to coordinate and influence their Teams requiring a high level of communication. They partner with their Team members to have input into how they will achieve the Team goals.
- Deliver** We have a can do attitude, take ownership, act with purpose, urgency and discipline, take calculated risks, celebrate success and learn as we go. This is the key role of all Team members, to take pride in delivering consistently high quality services. The core deliverers are the workers that provide our core services.

## Our Structure



## Position Purpose

The Compliance Chief Manager leads and shapes the overall operations of the Compliance Division to ensure that registered as well as licensed entities comply with the relevant laws and relevant regulatory standards. While the Competent Authority for anti-money laundering and counter terrorism financing is the Money

Laundrying Prevention Authority (Central Bank of Samoa (Financial Intelligence Unit)) the Compliance Division provides necessary support to the Competent Authority in matters relating to anti-money laundering and combatting the financing of terrorism in relation to registered and licensed entities. This is also the case in relation to transparency and information exchange for tax purposes for which the Ministry of Customs and Revenue is the Competent Authority. The Compliance Division also provides this necessary support to the Office of the Attorney General (Mutual Assistance in Criminal Matters) and the Ministry of Foreign Affairs and Trade (UN Sanctions Lists). This role also carries out Deputy Registrar roles and functions.

The Chief Manager takes on the Shaper role because s/he shapes, changes and moulds the Division. This person will create the Division’s strategic vision and plan out in clear objectives how the Division will meet its strategic goals. This person is expected to be dynamic and relish challenges. This person is not afraid to challenge trustees, and registered companies, banks and insurance entities on their compliance requirements. The legitimate operation of these entities and the reputation of Samoa’s ability to provide an integral role in international financial services largely rest in this position’s role.

## Key Relationships

### Internal

- SIFA Board of Directors
- CEO
- Chief Managers of all Divisions
- Section Head - Compliance
- Compliance Officers
- Legal Officers

### External

- Overseas Regulatory/Supervisory Authorities
- Local Licensed/Overseas Trust and Company Service Providers
- Registered & Licensed entities – international companies, banks, insurance companies, limited partnerships *et al*
- Overseas/Local Law Firms
- Overseas/Local Accounting Firms
- Central Bank of Samoa (Money Laundering Prevention Authority & Financial Intelligence Unit), Office of the Attorney General, Ministry of Customs & Revenue, Ministry of Foreign Affairs & Trade, and Ministry of Finance.

## Key Accountabilities and Deliverables

Responsibilities of this position are expected to change over time as SIFA responds to changing needs. The incumbent will need the flexibility to adapt and develop as the environment evolves.

Key Accountabilities or Deliverables	Indicators of success
<b>Compliance Management</b>	<ul style="list-style-type: none"> <li>• Robust measurable compliance systems are in place and monitored.</li> <li>• SIFA and other business units have confidence in the processes in place.</li> <li>• Compliance measurement standards reflect high filing and compliance ratio.</li> <li>• SIFA clients are aware of their filing obligations under various legislative requirements.</li> <li>• Documented policies and processes for the orderly administration of compliance systems are in place and kept up to date.</li> <li>• Client education programme is in place where clients value assistance in meeting their obligations.</li> <li>• SIFA is able to provide evidence that it meets international standards and Samoa is held in good repute.</li> <li>• Senior Compliance Officers provide good quality audit reports and are able to make recommendations on the introduction, amendment or replacement of</li> </ul>

	<p>regulatory legislation SIFA is responsible for.</p> <ul style="list-style-type: none"> <li>• Bank, Insurance, Trustees and Mutual Funds application are accurately assessed and approved in a timely manner.</li> <li>• Onsite inspections that accurately determine sound business operations including solvency, internal controls, management competency and compliance with relevant laws and regulations.</li> </ul>
<b>Leading and Coaching Direct Reports</b>	<ul style="list-style-type: none"> <li>• Modelling SIFA values and behaviours.</li> <li>• Team understands the values and behaviours expected and demonstrates them in their daily work ethics.</li> <li>• Section Head feels supported and is able to provide technical guidance and direction to Compliance Officers.</li> <li>• The Division has a clear Annual Divisional Plan which all Team members are aware of and have set their own performance plans in place to achieve it.</li> <li>• Training plans are in place which are regularly reviewed and consistent with delivering high quality outputs.</li> <li>• Section Head has a Performance Plan in place. Performance targets are measured and a review of the performance is undertaken every six months. The plan will include stretch targets.</li> <li>• SIFA Annual Customer Satisfaction Survey will confirm that SIFA Compliance/Legal Officers are professional in their dealings with them.</li> </ul>
<b>Plan and set direction for the Compliance Division in particular promoting a strategic focus that supports SIFA's business environment outcomes and strategic priorities</b>	<ul style="list-style-type: none"> <li>• SIFA Biennial Strategic Plan includes Compliance related goals as recommended and submitted by you.</li> <li>• Your Division has its own Annual Divisional Plan that is aligned to SIFA's Strategic Plans.</li> <li>• All Compliance Officers are committed to and believe the goals set out in the Annual Divisional Plan are achievable. The Team has a sense of ownership of the Annual Divisional Plan.</li> <li>• SIFA is able to leverage itself through promotional material due to positive outcomes achieved in its Compliance work.</li> </ul>
<b>Leading and contributing to key projects impacting on Compliance and support other SIFA functions</b>	<ul style="list-style-type: none"> <li>• You initiate projects that impact on Compliance related work.</li> <li>• Project plans are developed and documented.</li> <li>• Project plans are resourced, budgeted, regularly reviewed and reported on monthly until objectives are achieved. Timeframes are met, business-as-usual processes are adjusted and appropriate knowledge is transferred to users.</li> <li>• You have contributed to the overall operational, financial, strategic and budgetary management of SIFA.</li> <li>• Statutory documents that require sign-off are carried out with diligent care in a timely manner.</li> </ul>
<b>Develop and maintain effective relationships with key Stakeholders</b>	<ul style="list-style-type: none"> <li>• External clients have a positive respect and professional perception of SIFA Compliance work.</li> <li>• Client complaints are resolved quickly.</li> <li>• Monthly reports are provided on client contact and outcomes.</li> <li>• Client education plan is in place to ensure they are kept informed of their Compliance obligations.</li> <li>• Opportunities for profiling SIFA are identified.</li> <li>• Documented policies and procedures are in place that set out the handling of complaints and Staff conduct or behaviour when carrying out an inspection, on-site or audit.</li> </ul>
<b>Resource and performance management</b>	<ul style="list-style-type: none"> <li>• CEO and other Division Chief Managers provide positive feedback on your Team's cooperation and willingness to assist when required.</li> <li>• The Team has quality measurement systems that confirm that Team goals</li> </ul>

<b>accountability</b>	<p>are being met at a consistently high standard.</p> <ul style="list-style-type: none"> <li>• Section Head is confident with clear guidelines and expectations when leading the Team.</li> <li>• The Team is properly resourced to carry out its roles.</li> <li>• You are able to provide a documented argued case to justify requirements for new or replacement Staff.</li> </ul>
<b>Compliance Division and SIFA contribution and membership</b>	<ul style="list-style-type: none"> <li>• Compliance Staff work constructively with peers and colleagues.</li> <li>• 360 degree feedback reflects your own contribution and the Team contribution.</li> <li>• You actively contribute to Management team activities and meetings.</li> <li>• You demonstrate commitment to Team/Management decisions and goals.</li> <li>• You and your Team take part in informal training/sharing information amongst colleagues and other SIFA Staff.</li> <li>• Well researched papers and commissioned studies on the international business sector and related services are provided.</li> </ul>

## Competencies

Competency	What does this mean?	Level Required
<b>Cultivates Innovation</b>	<p>Shape the agenda, crafting new and better ways for the organisation to be successful, by</p> <ul style="list-style-type: none"> <li>• Coming up with useful ideas that are new, better or unique.</li> <li>• Challenging the status quo.</li> <li>• Introducing new ways of looking at problems.</li> <li>• Generating and adopting new and creative ideas, and putting them into practice.</li> <li>• Encouraging diverse thinking to promote and nurture innovation.</li> </ul>	Leadership Shaping level
<b>Nimble Learning</b>	<p>Actively learn through experimentation when tackling new problems, using both successes and failures as learning fodder, by</p> <ul style="list-style-type: none"> <li>• Learning as we go, when facing new situations.</li> <li>• Experimenting to find new solutions.</li> <li>• Taking on the challenge of unfamiliar tasks.</li> <li>• Extracting lessons learned from failures and mistakes.</li> <li>• Being flexible and responsive to changes in requirements.</li> <li>• Identifying personal learning opportunities.</li> <li>• Finding own solutions where possible.</li> </ul>	Leadership Shaping level
<b>Collaborates</b>	<p>Support others, building partnership and working collaboratively with others to meet shared objectives, by</p> <ul style="list-style-type: none"> <li>• Working co-operatively with others across SIFA, the Government sector and external stakeholders to achieve shared objectives.</li> <li>• Balancing competing interests and priorities appropriately and in line with SIFA priorities.</li> <li>• Identifying, engaging early and partnering with relevant stakeholders to get work done.</li> <li>• Crediting others for their contributions and accomplishments.</li> <li>• Gaining trust and support of others.</li> <li>• Addressing behaviours that do not align with our culture.</li> <li>• Seeking and respecting the views and opinions of others.</li> <li>• Providing timely and helpful information to others across the organisation.</li> </ul>	Leadership Shaping level
<b>Customer Focus</b>	<p>Build strong customer relationships and delivering customer-centric solutions, by</p>	Leadership Shaping level

	<ul style="list-style-type: none"> <li>• Gaining insights into customer needs.</li> <li>• Delivering quality, accurate, timely service and customer focussed solutions.</li> <li>• Identifying opportunities that benefit the customer focused solutions.</li> <li>• Building and delivering solutions that meet customer expectations.</li> <li>• Establishing and maintaining effective customer relationships.</li> <li>• Pro-actively partnering in pursuit of shared goals.</li> </ul>	
<b>Action Oriented</b>	<p>Take on new opportunities and tough challenges with purpose, urgency and discipline, by</p> <ul style="list-style-type: none"> <li>• Readily taking ownership and action on challenges, without unnecessary planning and being accountable for the results.</li> <li>• Identifying and seizing new opportunities.</li> <li>• Displaying a can-do attitude in good and bad times, and celebrating success.</li> <li>• Stepping up to manage tough situations and encouraging your colleagues to do the same.</li> </ul>	Leadership Shaping level
<b>Decision Quality</b>	<p>Make good and timely decisions that keep the organisation moving forward, by</p> <ul style="list-style-type: none"> <li>• Making sound decisions, even in the absence of complete information.</li> <li>• Relying on an appropriate mix of analysis, wisdom, experience and judgement to make valid and reliable decisions.</li> <li>• Considering all relevant factors and using appropriate decision-making criteria and principles; taking calculated risks where required.</li> <li>• Recognising when a quick 80% solution will suffice, and when it will not.</li> <li>• Analysing information to make effective decisions in order to improve performance.</li> </ul>	Leadership Shaping level
<b>Organisational commitment and Public Service</b>	<p>Role Models the standards of integrity and conduct of the Public Sector and contributes to the development of, and helps promote and builds commitment to SIFA's vision, mission, values and services, by</p> <ul style="list-style-type: none"> <li>• Willingly undertaking any duty required within the context of the position.</li> <li>• Managing own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents.</li> <li>• Understanding Equal Employment Opportunities (EEO) principles and the application of these to SIFA.</li> <li>• Complying with all legislative requirements and good employer obligations.</li> </ul>	Leadership Shaping level

## Personal Requirements

A proven tracked record of experience and achievement in:

- Bachelor's Degree from a recognised University in Finance, Accounting, Commercial Law or Economics.
- Member of the Samoa Institute of Accountants (CPA).
- Seven years proven experience in Management.

- Five years of supervisory experience in a similar regulatory authority or in the finance industry.
  - Report writing that is clear, concise, fluent, appropriate and readily understood by the intended audience.
  - Maintaining integrity and high ethical standards in the conduct of work.
  - Guided by values of honesty, impartiality, respect, transparency and accountability.
  - Good knowledge of all SIFA legislations and is considered an expert in the area of Compliance and the relevant legislative requirements. In particular the *SIFA Act 2005*, Samoa's international financial services legislation, especially the *International Companies Act 1988* and the *Trustee Companies Act 2017*.
  - An active interest in changes in the international financial services related legislation and is pro-active in seeking out the latest knowledge on Compliance requirements.
  - Good understanding of the standards promulgated by the OCED, APG (FATF) and GIFCS.
  - Able to benchmark SIFA against other international finance centres performance.
  - Ability to communicate effectively with people at all levels.
  - A strong client service attitude, with sound relationship management skills.
  - Must have the legal right to live and work in Samoa.
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