

Job Title:	Communications Regulator		
Directorate:	Administered by Law & Regulation		
Reports to:	The Attorney General		
Grade:	A	Job Code:	TBC
Job Purpose			
The post holder will be responsible for establishing and developing, in accordance with policy, regulatory frameworks for exclusive licence holders and monopoly-style organisations. The post holder will also establish and develop competent regulatory oversight as necessary.			
Main Accountabilities			
Strategy, Policy Development and Legislation			
<ul style="list-style-type: none"> Performs the functions of ‘Regulator’ as defined in Falkland Islands legislation and leads the development of regulatory policy and its implementation, making recommendations for legislative updates or changes, whilst maintaining effective partnerships at a senior level to bring about successful change in communications to the benefit of the Falkland Islands. Builds an efficient and effective relationship between the Regulatory Service and Operators/Licensees, in relation to the Communications Regulatory Framework and any licensing agreements that may be in force from time to time. Maintains service independence to ensure the service operates its enforcement activities effectively and complies with relevant statutory duties laid out under Falkland Islands legislation. Ensures systems, processes and procedures are developed and implemented for the effective operation of arrangements within the relevant Communications Ordinance and the secondary legislation. Drafts necessary, guidelines, policies and procedures for the regulation of the communications sector. Considers any regulatory amendment necessary to meet the requirements for an effective regulatory framework and work with stakeholders to achieve implementation. Advises the Chief Executive, Attorney General, elected members and other senior managers on the operation and development of the communications regulation as they relate to public services and commercial activities, recommending policy to the Government and putting plans in place to ensure policies are properly implemented and monitored. Advises on policy and regulatory approaches, technical issues, industry trends and best practices for the development of a sustainable broadcasting and communications service / infrastructure within the Falkland Islands. Conducts public consultations on matters of public interest, including but not restricted to, legislative amendment. Ensures that the Falkland Islands is compliant with International Telecommunication Union (ITU) standards. Regularly reports on compliance status and measures to both internal and external parties. 			

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Main Accountabilities continued	
Licensing Responsibilities	
<p>The Communications Regulator is also responsible for ensuring the operational effectiveness of the licensing functions required under the Communications Ordinance. This includes:</p> <ul style="list-style-type: none"> ▪ Establishing and overseeing licensing under the relevant Communications Ordinance/s including the issuing of spectrum licenses. ▪ Monitoring and ensuring compliance of all licensees with the terms and conditions of licenses under which they operate. ▪ Meeting regularly with licensees on current service provision; discussing new developments and changes to existing policies and meeting statutory requirements for consultation where necessary. ▪ Managing and reviewing the price cap regime ensuring compliance and taking any necessary actions when appropriate. ▪ Maintaining an appropriate 'Quality of Service' framework and ensure compliance with agreed KPI targets. ▪ Dealing with escalated consumer complaints. ▪ Conducting regular customer satisfaction survey on an agreed schedule and working with the exclusive license holder on remedial actions in the event of 'poor performance' feedback. ▪ Maintaining a suitable relationship between the Regulatory Service and Operators/Licensees that enables effective and efficient regulation. 	
Management of Resources	
<ul style="list-style-type: none"> • Manages the electromagnetic spectrum for the Falkland Islands i.e .fk domain and the National Telephone Numbering system for example as national assets. • Prepares and implements business plans and related reports as necessary. • Prepares and manages the section's budget in accordance with the FIG budgetary instructions. • Recruits, develops and performance manages staff as required. 	
<p>The job description is not an exclusive or exhaustive definition of your duties. You shall undertake such additional or other duties as may reasonably be required by FIG commensurate with your role and grade.</p>	

Additional Information:

The Communications Regulator is independent of the Falkland Islands Government (FIG). However, as the Attorney General deputises for the Regulator when required eg when the Regulator is on leave/out of the Falkland Islands etc, the Regulator must ensure that the Attorney General is aware of current regulatory issues.

Travel overseas for business may be necessary from time to time.

Person Specification:		Communications Regulator		
Criteria	Essential	Desirable	Assessment Method	
Education and Qualifications:				
Educated to degree level (or equivalent) in a relevant subject (eg BA / BSc Economics, Business Management, Public Policy etc.)	✓		A	
Evidence of Continuous Professional Development.	✓		A/I/R	
A master degree in a relevant subject, (Economics, public policy etc).		✓	A	
NB Equivalent combinations of educational qualifications and experience may be considered.				
Knowledge, Skills and Experience:				
A minimum of 10 years' experience of effectively engaging with government and/or regulatory bodies, or as a regulator within a monopoly environment.	✓		A/I	
Demonstrable experience gained within a regulatory/competition or economist role within a regulatory body, a government department, commercial consulting organisation.	✓		A/I/R	
A successful track record of leading, and making a key contribution to strategic decision-making and to policy formulation and delivery.	✓		A/I/R	
A sound understanding of regulation in a monopoly environment the ability to apply those principles to complex real world situations.	✓		A/I/R	
Demonstrable understanding of the telecoms market and major trends on both demand and supply sides.	✓		A/I/O	
Sound track record of developing effective partnerships at a senior level.	✓		I/R	
Demonstrable experience of analysing / auditing market data / intelligence and reporting on the findings.	✓		A/I	
Experience of working with senior management in the public and private sectors, with the ability to gain their respect and confidence.	✓		A/I/R	
A track record of development and delivering stakeholder engagement activities.	✓		A/I/R	
An understanding of the regulatory stakeholder environment, especially in relation to customer issues and the customer voice.	✓		A/I/R	
Demonstrates good judgment, and high levels of integrity particularly under pressure.	✓		I/R	
Experience in programme and project management.	✓		A/I	
Ability to make systematic and rational judgements, based on relevant information, draw pragmatic conclusions, considering the 'wider' strategic picture.	✓		I/R	
Excellent interpersonal / communication/ influencing / presentation skills – verbal and written, including the ability to present and argue clearly and persuasively in wide and diverse settings.	✓		A/I/R	

Person Specification:		Communications Regulator		
Criteria	Essential	Desirable	Assessment Method	
Knowledge, Skills and Experience continued:				
Demonstrable experience of leading / managing projects including the oversight of complex programmes.	✓		A/I/R	
An understanding of consumer issues and consumer policy (including behavioural economics).	✓		A/I/R	
Proven ability to represent and influence at all levels internally and externally.	✓		A/I/R	
Experience of effective liaison at international level.		✓	A/I/R	
A keen practical intelligence, with demonstrated ability to master a broad and complex policy brief; and experience of horizon scanning to enable early identification of risks and opportunities.		✓	A/I/R	
Strong self-discipline, organisational skills and 'client-focused' approach to work: able to work autonomously to pre-empt and manage detail effectively.		✓	A/I/R	
Personal Attributes:				
A high degree of personal integrity, to ensure the ability to fulfil the statutory obligations needed to maintain standards in a highly contested environment.	✓		I/R	
Excellent judgement under pressure.	✓		I/R	
The ability to command respect and inspire Public, Operator/ Licensee and Government confidence in the regulator structure.	✓		I/R	
Highly motivated, resilient, confident and professional individual.	✓		I/R	
The ability to work effectively both independently and as part of a team.	✓		I/R	
Special Factor: Telecommunications licences and related matters can be prove to be a highly contentious subject matter and there is often a great deal of comment, dialogue and challenged levied on proposals and decisions made by the Regulator in public forums. The postholder will be expected to possess sufficiently robust personal attributes to be able to deal ably and constructively with such challenge.	✓		A/I/R	
Alignment with FIG's Core Values – Diverse, Professional, Resilient & Resourceful	✓		I/R	
Note to Applicants: Please ensure that you demonstrate your ability to meet the requirements of the job by giving clear, concise examples of how you meet each criterion on your application form.				

Method of assessment: A - Application Form I - Selection Interview R – Reference O - Other