



POSITION TITLE: Chief Operating Officer (COO)

REPORTING TO: Chief Executive Officer (CEO)

ORGANIZATION LOCATION: Telecommunications Regulatory Commission (TRC)

OVERVIEW: The Chief Operating Officer (COO) will assist the Chief Executive Officer (CEO) in ensuring the implementation and achievement of the Telecommunications Regulatory Commission (“the Commission”) current and future strategic direction set by the Board, to ensure delivery of strategic and operational key performance results, and outcomes.

As a key member of the senior management team of the Commission, the COO reports directly to the CEO and establishes policies that promote the Commission’s culture and vision through its operations. The COO’s role is to oversee the design, systems, enhancement, implementation, reporting, process, workflows, financials, human resources, compliance and the ongoing operations and procedures of the Commission.

EDUCATIONAL AND EXPERIENCE REQUIRMENTS AND PREFERENCES:

- Bachelor’s degree (MBA would be preferred) in business, accounting, and finance.
- 7-10 years of business management experience across a range of business disciplines including corporate management and compliance.
- Intermediate Computer Skills in Microsoft Word, Excel and Outlook
- Past experience in the Telecommunications industry would be a benefit.

FUNCTIONAL RESPONSIBILITIES:

All Functional Responsibilities are in conjunction with the CEO.

- Acts as a strategic partner on the leadership team and works closely with the team to ensure they are meeting performance expectations.
- Provide day-to-day leadership and management.

- Responsible for driving the Commission to achieve and surpass objectives.
- Excellent interpersonal, presentation and public speaking skills.
- Dedication to building and growing a strong and stable workforce.
- Ability to comfortably and energetically present the Commission and its role and responsibility publicly.
- Outstanding organizational and leadership abilities, including the ability to recognize and cultivate rising talent to lead and implement continuous improvements in business processes, leveraging digital transformation, and ensuring delivery of customer centric services.
- Aptitude in sound decision-making and problem-solving in pressure situations.
- Collaborate with the leadership team to develop and implement plans for the operational infrastructure of systems, policies, processes.
- Understanding of data analysis and performance/operation metrics.
- Coaches and develops the team to ensure they are delivering against key business metrics.
- Looks for methods to improve quality, efficiency and productivity, reduce costs, increase profits, or improve control measures.
- Works collaboratively to develop and/or improve systems, processes, controls and procedures that improve the overall efficiency of the Commission and ensure excellent client service.
- Provides timely, accurate and complete reports on the operating condition of the Commission.
- Manages the overall strategy, purpose, and vision of the entire Human Resources function: recruitment, learning and development, culture, performance management, and succession planning.
- Collaborates with the management team to develop and implement plans for the operational infrastructure of systems, processes, and personnel designed to accommodate the rapid growth objectives of the Commission.
- Fosters a success-oriented, accountable environment within the Commission.
- Represents the Commission with licensees, service providers, clients, and other external partners
- Ensuring a strong Risk, Compliance and Governance Framework is embedded in the Commission.
- Identify strategic and operational risks, ensure mitigation strategies are in place, and as appropriate, take action to minimise any actual or potential impact.

- Compliance with legislation and regulatory requirements.
- Manages performance reviews and professional development plans for team.
- Leads all tactical and strategic team meetings.
- Owns master project list and assigns projects as needed
- Perform any other duties assigned by the CEO in order to ensure the success of the Commission

Perform any other duties as required by the CEO in order to ensure the success of the Commission as the Telecommunications Regulator in the British Virgin Islands.

QUALITIES:

- Has leadership and management abilities to oversee the Commission
- Strong general IT and Telecommunications infrastructure knowledge and understanding including risk management, compliance, and regulatory requirements.
- Strategic planning, and vision.
- Detail and task oriented.
- Reliable, and dependable.
- In-depth understanding of accounting principles including budgeting, balance sheets, income statements, forecasting, cash flow, and capital planning management.
- Demonstrated strategic leadership ability and strong human capital management knowledge.
- Great team player

WORKING CONDITIONS:

Standard office environment is provided. Work environment is fast-paced and requires the ability to work under pressure. Somewhat restricted work area may require sitting for long periods. Some movement of materials (usually by lifting) may be required. Concentration is required when working with computer workstations. Customer demands are constant.

Salary will commensurate with relevant qualifications and experience.

Applications should be forwarded to:-
 Human Resources – ref Chief Operating Officer
 P.O. Box 4401
 Road Town, Tortola VG1110
 British Virgin Islands
 Or email to:-dstoutt@trc.vg

Application Deadline: September 11, 2020