



## Why you're here

We are embarking on a journey that will see us digitise our Pacific business – we will be the first insurer in the Pacific to offer a fully optimised digital experience for our customers. The way we sell, transact and communicate with our customers is changing rapidly and Tower is adapting and reshaping to be inline with and ahead of customer expectations. Rapid change brings with it heavy demands on our leadership team who in turn rely on key members of staff to assist them in delivering to our aggressive timeline. The PacOps Office and Logistics Leader plays an important role in managing the day to day and ad hoc activities that are needed to keep the wheels turning in an expanding office which is embarking on significant development and change. Reporting to the Head of PacOps and assisting both Senior Leaders located in Suva you will be key in keeping their work on track.

## What you'll do

- ➔ Office logistics: for both the Suva and Nadi office locations - arranging maintenance and servicing on a regular basis, keeping a schedule of maintenance required and carried out, managing lists of suppliers, arranging large event readiness as needed. Management of pool and staff vehicles including pool car diary and insurance/servicing/licensing/LTA for all vehicles. Ensure compliance with all regulations and certification such as SCC, NFA and OHS. Enable and facilitate access for suppliers and maintenance staff as needed. WFH support and coordination of kit and supplies and related activities. Liaison with NZ Facilities team.
- ➔ Procurement: management of the security company contract, fire alarm contract, cleaning company contract, printer/photocopier company contract and any other procurement services as identified. Purchase of assets such as laptops and phones and maintenance of an asset register. Purchase of office supplies including stationery and vale ni kana supplies. Liaison with NZ Procurement where needed.
- ➔ Administrative support: handling of Fiji Post box, arrangement of couriers, liaison with government departments as needed, organise meetings and travel arrangements. Administrative and organisational support for Head of PacOps and Head of Digital. Liaison with industry, commerce and regulatory bodies as requested. Creation and editing of documents, spreadsheets and presentations as required. Manage office access cards, company issued devices and ensure they are always operational. Organise staff events as required. Maintain a birthday and anniversary register for staff. Support recruitment processes on behalf of Fiji leadership team.
- ➔ Marketing support: assist as necessary with purchase of materials and placement of advertising, assist with planning, preparation and running of in-branch and promotional events, work with NZ Marketing for the procurement and management of branded items.
- ➔ People and Culture support: liaison between employing manager and P&C NZ and Pacific for recruitment, management and implementation of onboarding and offboarding checklist, support training events and initiatives on request
- ➔ Pacific region support: assist in pan-regional activities as they arise, such as office lease management, device purchases, telephony contracts in conjunction with NZ Procurement

## The skills, knowledge and experience you'll need

- ➔ You will be highly organised and detail focused
- ➔ You will have a good level of competency in Microsoft Office applications
- ➔ You will be confident to manage several high pressure situations at the same time
- ➔ Superior communications, project management and presentation skills
- ➔ Understanding and knowledge of financial services landscape in Fiji and across the region
- ➔ Excellent report writing and presentation skills
- ➔ Minimum 5 years financial services administration experience across customer facing and back office
- ➔ Management or business diploma required
- ➔ Proven experience in a role where privacy, confidentiality and trust has been demonstrated
- ➔ Fluent in written and spoken English with basics of iTaukei and/or Hindi an advantage

## Key relationships

- ➔ Your key **external** relationships include our customers and suppliers
- ➔ Your key **internal** relationships include Head of Pacific Operations, Head of Digital, Pacific Finance Manager, Fiji Country Manager, other country managers, other members of the Pacific SLT, Pacific Risk Manager