



JOB DESCRIPTION

OSC 01/2024: COMMISSIONER – ONLINE SAFETY COMMISSION

Corporate Information

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| 1. Position Level / Salary Range: | An attractive remuneration package will be offered |
| 3. Duty Station: | Suva |
| 4. Reporting Responsibilities | a) Reports to the Minister for Trade, Co-operatives, Micro, Small and Medium Enterprises and Communications
b) Liaises with Permanent Secretary, Heads of Department, Government Agencies, Development Partners, Non-Government and Civil Society Organisations, Telecommunications Authority of Fiji, enforcement agencies and Local/International stakeholders.
c) Subordinates: All staff of the Online Safety Commission |

POSITION PURPOSE

The Online Safety Commission (Commission) is established under the Online Safety Act 2018 and is responsible for the promotion of online safety and digital interaction.

The Commissioner will oversee the promotion of responsible online behaviour and safety, promoting a safe online culture and environment that addresses cyberbullying, cyber stalking, internet trolling and exposure to offensive or harmful content, particularly in respect of children, deterring harm caused to individuals by electronic communications and providing an efficient means of redress for such individuals.

KEY RESPONSIBILITIES

The position will achieve its purpose through the following:

1. Strategic Leadership

- a) Drive the Commission's strategic direction and long-term goals to promote online safety and security.
- b) Develop and implement strategies to address online safety issues, including cyberbullying, harassment, hate speech, and misinformation.
- c) Provide policy advice to the Minister responsible for Communications on any issues or matters pertaining to online safety in compliance with reporting requirement prescribed under the Online Safety Act 2018.
- d) Oversee the Commission's budget and financial resources, ensuring sound financial management practices are in place to support its operations.

- e) Provide leadership and guidance to a team of professionals, ensuring they are equipped to carry out the organization's mission effectively.

2. Advocacy

- a) Advocate for policies, legislation and regulations that protect individuals from online harm, working closely with policymakers and industry leaders.

3. Stakeholder Engagement

- a) Collaborate with government and non-government organisations, industry stakeholders, civil society organisations and advocacy groups to promote online safety initiatives.

4. Research and Development

- a) Analyse trends in online safety and recommend appropriate interventions.
- b) Identify emerging trends and technologies in online safety, leading research initiatives and innovative projects to address evolving threats.

5. Public Relations and Communications

- a) Conduct public outreach and education campaigns to raise awareness of online safety issues.
- b) Act as the Commission's spokesperson, engaging with the media and the public to raise awareness about online safety issues and promote the organization's work.

6. Monitoring and Evaluation

- a) Monitor and evaluate the effectiveness of the Commission's programs and initiatives.

7. Complain Management

- a) Register, investigate and provide advice on complaints in relation to electronic communication that causes or intends to cause harm, received by the Commission.

8. Compliance and Governance

- a) Ensure the Commission operates in compliance with the Online Safety Act 2018 and other relevant laws and regulations, as well as internal governance policies and procedures.

KEY PERFORMANCE INDICATORS

Performance will be measured through the following indicators:

1. Formulation and implementation of online safety policies.
2. Number of cases investigated and resolved successfully.
3. Percentage of internet users aware of the Online Safety Commission's services and resources.
4. Reduction in cyberbullying incidents and online harassment cases.
5. Increase in online safety awareness and education initiatives implemented.

6. Success rate of partnerships and collaborations with other government agencies and organizations.
7. Continuous monitoring and reporting of emerging online safety threats and trends.
8. Timeliness and efficiency of response to reports and complaints received.
9. Level of trust and satisfaction among internet users with the Commission's services
10. Compliance with data protection and privacy regulations.
11. Cost-effectiveness and efficiency of operations and resource management.

PERSONS SPECIFICATION

In addition to a Bachelor's Degree in Law or Graduate qualifications in Psychology, Public Policy, Cybersecurity or Communications, the following Knowledge, Experience, Skills and Abilities required to successfully undertake this role are:

Knowledge and Experience

1. At least 7 - 8 years' experience in working in areas such as online safety, child protection, or digital media policies or equivalent combination of education and work experience.
2. Knowledge of relevant legislation and regulations related to online safety.
3. Proven experience in online safety, cybersecurity, or a related area.
4. Demonstrated experience in policy development and advocacy.
5. Experience in leading and motivating in a rapidly expanding organisation to deliver on a wide range of strategic goals and objectives, coupled with the drive and ability to contribute to the delivery of the Online Safety Commission's vision.
6. Understanding of key strategic frameworks including in relation to the digital environment, human rights and the protection of children.
7. Knowledge and comprehensive understanding of digital technologies and challenges of content regulation on online platforms.

Skills and Abilities

1. Strong analytical and problem-solving skills, with a proactive approach to identifying and addressing online threats.
2. Excellent communication and interpersonal skills.
3. Ability to multi-task and work under pressure in a fast-paced environment.
4. Good team player, confident and self-motivated.
5. Ability to interact professionally with a diverse group, executives, managers, and subject matter experts.
6. Service oriented approach, with a commitment to supporting the operational and corporate environment of the Commission.
7. Demonstrated ability to maintain confidentiality and neutrality in a sensitive environment.

PERSONAL CHARACTER

Applicants for employment must be of good character, with a background that demonstrates their commitment to the Civil Service Values contained in the Fijian Constitution. Applicants must also be Fijian Citizens, under age 60 years, in sound health and with a clear police record. The selected applicant will be required to provide a medical certificate and police clearance prior to taking up duty.