



Falkland Islands Government – Job Description

Job Title:	Communications Regulator		
Department:	Law & Regulation	Section:	Communications Regulator
Reports to:	The Attorney General	Grade:	FIG - B

Job Purpose

Work with the Attorney General to:

- Ensure that the Communications Regulator complies with statutory duties under Falkland Islands legislation
- Continue to develop and oversee the licensing and regulation of communications in the Falkland Islands setting the strategic direction for regulation.
- Ensure the service maintains its ability to operate its enforcement activities independent of Government (free from interference from government Officers and Elected members)
- Build an efficient and effective relationship between the Regulatory Service and Operators/Licensees, in relation to the communications regulation and any licensing agreements in force.

Main Accountabilities:

Strategy, policy development and legislation

- Prepare and implement an annual plan and annual report, the Regulator's budget and administer that budget in accordance with the Falkland Islands Government Financial Instructions.
- Lead the development of regulatory policy and its formulation, making recommendations for regulatory update or change.
- Perform the functions of Regulator as defined in the Communications Ordinance 2017 and Secondary Legislation.
- Ensure systems, processes and procedures are developed and implemented for the effective operation of arrangements within the Falkland Islands Government's Communications Ordinance 2017 and the secondary legislation made under it.
- Draft necessary, guidelines, policies and procedures for the regulation of the communications sector
- Consider any regulatory amendment necessary to meet the requirements for an effective regulatory framework and work with stakeholders to achieve implementation.



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- Advise 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.
- Advise 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.
- Develop effective partnerships at a senior level to bring about successful change in communications to the benefit of the Falkland Islands.
- Ensure the Governments framework for the regulation of communications is continually reviewed to ensure it is appropriate to the developing needs of the Falkland Islands
- Conduct public consultations on matters of public interest, including but not restricted to, legislative amendment
- Compile and present reports in relation to the operation of the Communications Regulator, including an annual report
- Keeping up to date with ITU standards and ensuring amendment of Falkland Island policies to accommodate any changes

Licensing responsibilities

The Communications Regulator is responsible for ensuring the operational effectiveness of the licensing functions required under the Communications Ordinance. The post holder will:

- Establish and oversee licensing for those required to hold a licence under the Communications Ordinance 2017 including the issuing of spectrum licenses.
- Monitor and ensure compliance of all licensees with the terms and conditions of licences under which they operate
- Meet regularly with licensees on current service provision; discuss new developments and changes to existing policies meeting statutory requirements for consultation where necessary.
- Manage and review the price cap regime ensuring compliance and taking action when appropriate
- Implement and monitor Quality of Service data reporting and targets
- Dealing with escalated consumer complaints
- Conducting a customer satisfaction survey every 12 months and working with the exclusive licence holder on remedial actions in the event of 'poor performance' feedback
- Meet regularly with current licensees on current service provision and key performance indicators



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Knowledge, skills and experience

- A keen practical intelligence, with demonstrated ability to master a broad and complex policy brief; and experience of horizon scanning to identify risks and opportunities early
- Strong discipline, organisational skills and 'client-focused' approach to work: someone who is able to work autonomously to pre-empt and cover off the detail
- Fluent communicator, both spoken and written, with strong presentation skills and proven ability to represent and persuade at senior levels inside and outside an organisation
- Need to travel overseas from time to time

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.



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Person Specification:	Regulator		
Criteria	Essential	Desirable	Assessment Method
Education and Training:			
Educated to degree level or equivalent in a relevant subject. (BA / BSc Economics, Business Management etc.)	✓		A
Technical qualification in a relevant industry		✓	A
A master degree in a relevant subject (MBA, AM, Economics, public policy etc)		✓	A
Evidence of Continuous Professional Development	✓		A
Knowledge, Skills and Experience:			
A minimum of 10 years' experience of 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
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
Demonstrable understanding of the telecoms market and major trends on both demand and supply sides.		✓	A/I/R
Experience of developing effective partnerships at a senior level	✓		A/I/R
Good experience for analysing / auditing market data / intelligence and reporting on the findings.	✓		A/I
Experience of working with political members and senior management in the public and private sectors, with an ability to gain their respect and confidence	✓		A/I
A track record of development and delivering stakeholder engagement activities.	✓		A/I
An understanding of the regulatory stakeholder environment, especially in relation to customer issues and the customer voice.	✓		A/I
Good judgment, and high levels of integrity particularly under pressure	✓		A/I/R
Experience of effective liaison at international level		✓	A/I/R



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Criteria	Essential	Desirable	Assessment Method
Knowledge, Skills and Experience Continued:			
Ability to make systematic and rational judgements, based on relevant information, draw pragmatic conclusions, taking into account the 'wider' strategic picture	✓		A/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/P
Excellent written and oral communications skills. The ability to influence internal and external stakeholders effectively are both essential.	✓		A/I/P
Demonstrable experience of leading / managing projects including the oversight of complex programmes.	✓		A/I
An understanding of consumer issues and consumer policy (including behavioural economics).		✓	A/I
Experience in programme and project management.		✓	A/I
Personal Attributes:			
A high degree of personal integrity, so as to fulfil the statutory obligations to maintain standards in a highly contested environment.	✓		A/I/R
Excellent judgement under pressure.	✓		A/I/R
The ability to command respect and inspire Public, Operator / Licensee and Government confidence in the regulator structure.	✓		A/I/R
Highly motivated, resilient, self-confident and professional individual	✓		I/R
The ability to work independently and as part of a team	✓		A/I/R

Method of assessment:

- A - Application Form
- I - Selection Interview
- P - Presentation
- T- Test
- R - Reference