



**Tango Tutara O Te Ture
(Ministry of Justice)
GOVERNMENT OF THE COOK ISLANDS
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www.justice.gov.ck**

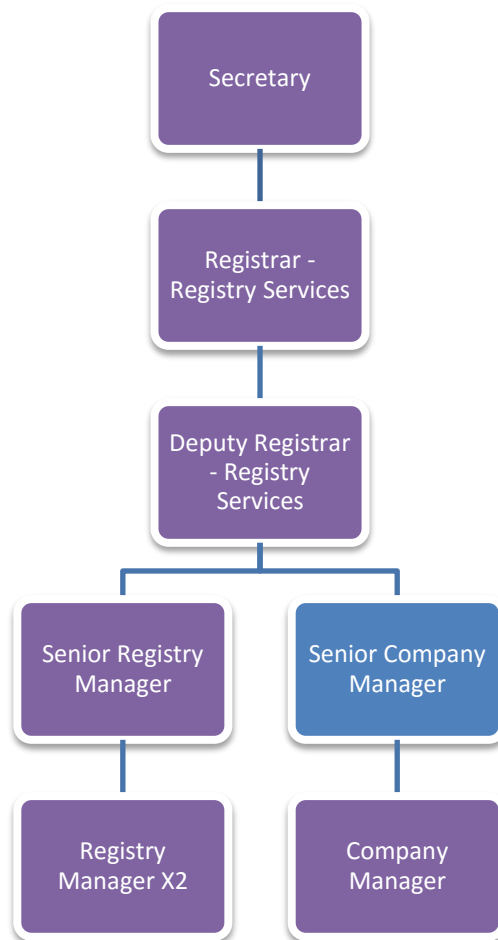
POSITION SUMMARY

Job Title:	Senior Company Manager
Division:	Registry Services
Responsible To:	Registrar – Registry Services
Responsible For:	One
Job Purpose:	<p>The role of the Senior Company Manager is to deliver the management and registry compliance of companies, incorporated societies, and personal property securities within the Cook Islands legal framework and Ministry of Justice systems, polices, processes, and procedures. This is a senior technical role requiring specialized skills and knowledge in company law, incorporated societies law, personal property securities law, legal and court processes, registry and records management, compliance, and information systems, while ensuring accuracy, timely reporting, and efficient and effective administration.</p> <p>The position must work at a high level of competence in legal and compliance principles and technical requirements to deliver the provision of Ministry registry services to the public in an environment moving towards greater use of available technology.</p>
Job Classification:	Function: Technical and Service delivery Job band: H Jobwise Code: L5 – Team Leader
Date updated:	April 2019

AGENCY VISION

“For a **safe, secure, just** and **fair** society with a **trusted** land management and information and register systems”

ORGANISATIONAL STAFFING STRUCTURE (PROVISIONAL)



KEY RESULT AREAS (KRA'S)/OUTPUTS

KRAs for this position (maximum of 6)	Key Performance Indicators (use SMART principles)
<p>1. Companies, Incorporated Societies, & Personal Property Securities Management</p> <ul style="list-style-type: none"> Provides advice and input into the development, implementation, and updating of policies, procedures, and manuals relating to companies, incorporated societies, and personal property securities. Provide timely advice and information to Secretary and senior management when requested, and when there are changes in Ministry operations or applicable legislation, regulations, and government policy. Using available technology, efficiently and effectively manage and facilitate company, incorporated society, and personal property registrations, document filing, and processes. Ensure prescribed fees are paid and receipted, recorded, and trading revenue is collated and timely reported within policies and procedures. Review and ensure data entered into information systems is accurate, and registries are accurate, maintained, and secure. Monitor and manage companies and incorporated societies soon to be struck off. Manage the issuance of required advertisements, notices and certificates within 	<ul style="list-style-type: none"> Ministry policies and procedures are updated and consistent with legislative and regulatory requirements, and best practices. Accurate and timely advice and information is provided. Applications and documents are timely reviewed for legislative and regulatory compliance, and appropriately actioned. Monitor compliance and ensure correct processes are adhered to. Appropriate fees are collected, receipted, recorded, and reported. Information systems data and registries are accurate and kept up to date.

<p>legislative requirements, policy, procedures, and best practices.</p> <ul style="list-style-type: none"> Facilitate the provision of company, incorporated society, and personal property security information to relevant Ministries, Agencies, banks, and the public. 	<ul style="list-style-type: none"> Companies and incorporated societies soon to be struck off is monitored, and efforts made to mitigate. Appropriate advertisements, notices and certificates are provided. Information is provided within established policy and procedures and in accordance with applicable legislation and regulation.
<p>2. Records Management</p> <ul style="list-style-type: none"> Manage hard copy documents so they are timely and properly scanned, digitized, filed, and maintained according to Ministry policies and procedures. Digital records are organized, internally accessible and searchable, and configured for public access in accordance with Ministry policy, procedures and set parameters. Assists in formulating policy and procedure relating to physical and digital records management, in consultation with Secretary and Registrar – Registry Services. Undertake faxing, photocopying, scanning, printing, laminating, binding, filing, distribution and dissemination as required. Coordinates with IT staff to ensure digital backups of division files and records are being done and are maintained. Ensure management of records meets legislative and regulatory requirements, and best practices, and facilitates quick and easy reporting and appropriate access. Records are maintained in a manner to facilitate for quick and easy reporting. Coordinates with appropriate persons so that record storage areas are kept clean, healthy, tidy, safe, secure, organized and clear of clutter, within Ministry policy and procedures. 	<ul style="list-style-type: none"> Physical records are organized, cared for, digitized, and properly stored. Digital records are organized, backed up, secured, complete, and timely updated when necessary, and properly maintained to ensure referential integrity and prevent corruption and unauthorized access or duplication. Policies and procedures relating to records management are properly implemented. Tasks are completed within set parameters. Digital records are actively being backed up, and backups are maintained. Records management meets requirements and best practices. Any backlog in records management is timely reported to senior management and properly dealt with, and any indexing completed. Record storage areas are stored and regularly cleaned in a manner to maximize record preservation, and coordinated with the Janitor or HR & Asset Manager.
<p>3. Registry Services Division and Pa Enuu</p> <ul style="list-style-type: none"> Assist with and resolves general queries relating to services provided by the Registry 	

<p>Services division and facilitate accurate and timely responses.</p> <ul style="list-style-type: none"> • Assists with formulating, coordinating, and fulfilling divisional tasks and processes as needed within legislation, regulation, and policy. • Provides training of divisional staff, outer island staff, and other relevant persons on matters relating to companies, incorporated societies, and personal property securities. • Provide support and advice to, and collect data from, Pa Enea staff on matters relating to companies, incorporated societies, and personal property securities, and facilitate registrations, filings, and the provision of information where appropriate. • Inform and consult with Secretary, HR & Asset Manager, and relevant senior manager in relation to any management issue. • Support the Secretary and senior management in resolving conflicts related to work related issues. • Under the direction of the Registrar – Registry Services, support the management of staff in the registry services division in accordance with Ministry plans and policies, applicable PSC policies, and approved performance management plans and agreements. • Implement the Ministry performance management plan, training and development plan, business plan, strategic plan, disaster risk management plan, and communications plan. • Take on responsibilities of divisional staff in their absence or vacancy where required. 	<ul style="list-style-type: none"> • General enquiries relating to the Registry Services division are resolved. • Tasks are timely completed within set parameters. • Regular training is provided and appropriate persons are trained on relevant matters. • Pa Enea staff are provided accurate and timely advice and support, and appropriate data is obtained. • Secretary, HR & Asset Manager, and relevant senior management are provided with accurate and relevant information and management support to resolve work related issues. • All registry services staff are aware of applicable PSC and Ministry policies. • All registry services staff have current performance management agreements. • Company, incorporated society, and personal property security duties are met and managed during staff absence or vacancy, and Registry Services division is supported.
<p>4. Reporting and Compliance</p> <ul style="list-style-type: none"> • Review and verify submitted documents for compliance with legislative and regulatory requirements and processes. • Compile and submit regular accurate reports on companies, incorporated societies, and personal property securities, including the number of new registrations, renewals, struck off, soon to be struck off, charges registered and satisfied, and related revenue. • Assist in the development and implementation of appropriate KYC/AML and other policies and procedures, and ensure compliance. • Appropriate alert relevant Ministry management and staff to discrepancies, errors, and concerns, and assists in resolving. • Provide reports to Secretary and senior management regularly and as requested. • Collect daily information and statistical data for periodic reports and ministry use. 	<ul style="list-style-type: none"> • Documents are timely reviewed to determine compliance and actioned in accordance with policies, procedures, and legislative requirements. • Reports are accurate, timely, and submitted at least monthly, and within set parameters. • Appropriate policies and procedures are in place, regularly updated, and complied with. • Timely reporting and resolution of discrepancies, errors, and concerns.

	<ul style="list-style-type: none"> • Requested reports are accurate and timely provided. • Statistical data is collected, accurate, complete, and collated for reports.
<p>5. Customer Service and Risk Management</p> <ul style="list-style-type: none"> • Efficiently and effectively manages, responds to, and resolves local and international enquiries by phone, email, or over the counter, relating to companies, incorporated societies, and personal property securities. • Ensure Ministry data and information, including customer and financial information, are kept secure. • Provide timely advice to senior management regarding matters that may impact the operation of Ministry services. • Assist in the organizing, coordination, and logistical support of all Ministry led and staff related events and activities. • Support the implementation of Ministry Plans, policies, and procedures endorsed by the Secretary. • Where appropriate, educate and inform customers of services and processes, and facilitate access to information. 	<ul style="list-style-type: none"> • Enquiries are professionally managed with accurate and appropriate advice, and complaints and solutions are documented. • Timely respond to enquiries (including phone and email) within set parameters. • No breaches in data and information security. • Advice to senior management is accurate, timely, and appropriately communicated. • Ministry led and staff related events and activities are timely organized within set parameters. • Ministry plans, policies, and procedures are supported, and a performance management agreement is in place. • Customer Satisfaction. • Performance management agreement targets are met.
<p>6. Systems Development</p> <ul style="list-style-type: none"> • Assist in the development, implementation, and improvement of IT systems that improve efficiency, effectiveness, reporting, management and accessibility to Ministry services (e.g. online payment methods; case management system; online registry platforms) related to the Registry Services division. • Assist in community outreach programs, initiatives, and events relating to Registry Services division. • Undertake any project or task assigned that is reasonably expected to support the Ministry. 	<ul style="list-style-type: none"> • IT solutions are identified, and implemented where approved by the Secretary and where resources are available. • Community outreach programs, initiatives, and events are appropriately supported. • Projects and tasks are completed within agreed parameters.

WORK COMPLEXITY

Indicate most challenging problem solving duties typically undertaken (3-4 examples):

1	Time Management: Efficiently and effectively prioritizing and multitasking in order to timely respond to daily enquiries by email, phone, and over the counter, while ensuring proper prescribed fees are paid, registry applications are compliant with legal requirements, records are properly managed, customers are efficiently educated
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	on legal requirements, reports are timely submitted, and resolution of complex issues are progressed.
2	Managing customer concerns over their non-compliance with legal requirements impacting the legal status of their company or incorporated society and access to any underlying assets.
3	Assisting in troubleshooting and resolving accessibility issues to online registry platforms and liaising with Ministry IT Technicians, ICT, Bluesky, and international service providers.
4	Assisting government Ministries and Agencies in their investigative functions by retrieving old records, some of which may be incomplete due to fire damage to the old courthouse.

AUTHORITY

Authority levels expressed in terms of routine expenditure, granting loans, and recruiting and dismissing staff. (*Explain the authority if any*)

Financial	None
Staff	One
Contractual	None

FUNCTIONAL RELATIONSHIPS

The requirement for human relations skills in dealing with other personnel and external contacts. (*List the external and internal types of functional relationships*)

Internal	Nature of Contact	External	Nature of Contact
Secretary of Justice	Light: Providing advice on any activities that may impact on the operations of the Registry Services division during the absence of the senior management in Registry Services division.	Service Providers	Medium: System support and development input for online platform(s).
Registrar – Registry Services, Deputy Registrar – Registry Services, Company Manager	Heavy: Coordinates tasks and projects, prepares and delivers reports, issues certificates and endorsements, and seeks and provides advice on complex issues. Where necessary, assumes responsibilities of Company Manager(s) in his/her absence.	MFEM, Tax Authority, BTIB, Internal Affairs, FIU, Police. Parliament. Other Government Ministries and Agencies	Routine: Manages relationships and provides information to facilitate other Ministries and Agencies functions and services. Minimal: Fulfil statutory gazetting requirements. Medium: Reviews and assists with government and government facilitated enquiries.
Senior Registry Manager, Registry Manager(s)	Medium: Assist with general and complex queries, tasks, and logistical support when requested.	Lawyers	Routine: Processes registration documents and responds to client enquiries within legislative requirements and established procedures and policy.
Court	Medium: Reviews and provides information requested by	Banks	Routine: Builds relationships and facilitates personal property

Corporate Services staff	court and executes relevant court orders. Medium: Provides and obtains information and support relating to finance, IT, and HR matters.	Media	securities registrations, transfers, satisfactions, and any related enquiries and support. Routine: Reviews and advertises required notices relating to companies, incorporated societies, and personal property securities.
Janitor	Medium: Coordinates the proper cleaning, maintenance, and security of record storage areas.	General public	Routine: Manages enquiries, provides advice, training, and community outreach, ensures payment of prescribed fees, and facilitates OIA requests and responds to general enquiries.
Pa Enea offices	Medium/Heavy: Provides information, advice, support, and training to Pa Enea staff on companies, incorporated societies, and personal property securities.		
All Ministry staff	Medium: Provides information and assists with logistical support and the facilitation of Ministry services. Promotes staff cohesion.		

QUALIFICATIONS

Level of education required to perform the functions of the position. This combines formal and informal levels of training and education.

Essential: (least qualification to be competent)	Desirable: (other qualifications for job)
<ul style="list-style-type: none"> A bachelor's degree in law, information systems, or business management. 	<ul style="list-style-type: none"> Post-graduate qualifications in law, information systems, or business management.

EXPERIENCE

The length of practical experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education.

Essential: (least number of years to be competent)	Desirable: (target number of years you are looking for)
9 - 10 years of work experience in legal, compliance, clerical, office management, or similar role.	10 – 12 years of work experience in legal, compliance, clerical, office management, or similar role.

KEY SKILLS /ATTRIBUTES/JOB SPECIFIC COMPETENCIES

Level of ability required for the job	
Expert	<ul style="list-style-type: none"> Understands Ministry of Justice policies and procedures, role and functions, and committed to public service. Excellent attention to detail and customer service.

	<ul style="list-style-type: none"> • Communicates with clarity and vision, actively listens to others and responds with respect. • Takes ownership and acknowledges important outcomes of decisions. • Understands the workings of government. • Ability to negotiate and solve problems quickly. • Highly developed written and oral communication skills, preferably both English and Maori. • Knowledge of Companies Act 1970-71, Companies Act 2017, aspects of New Zealand Companies Act 1955, Incorporated Societies Act 1994, Incorporated Societies Amendment Act 2017, Chattels Transfer Act 1924, Personal Property Securities Act 2017, and related amendments, legislation, and regulations. • Models high level of accuracy, professionalism, and dedication to high performance and ethical behaviour.
Advanced	<ul style="list-style-type: none"> • Familiarity with legislation enabling all services provided through the Ministry of Justice. • Knowledge of Ministry of Justice prescribed fees, and court processes involving payments to and from the Ministry. • Knowledge of bank processes concerning mortgages and other personal property securities. • Proven ability in collating factual information and producing reports. • Ability to work in harmony with conflicting perspectives and diverse activities in a large organization. • Ability to prioritize and multitask, and work both independently and cooperatively. • Knowledge of the Cook Islands culture, language, protocol and history for engagement, including safe appropriate communication.
Working	<ul style="list-style-type: none"> • Knowledge of Marriage Act 1973, Births & Deaths Registration Act 1973, Cook Islands Act 1915 (Adoption), Electoral Act 2004, and related amendments, legislation, and regulations. • Knowledge of Microsoft Office suite (Word, Excel, Powerpoint). • Knowledge of Microsoft Windows operating system interface and basic IT troubleshooting. • Average computer typing speed of at least 36 words per minute. • Knowledge of scanning and preserving legal documents for archiving. • Knowledge of case management software, record management, online registry platforms, and online payment processes. • Ability to think on one's feet and has a sound sense of judgement. • Ability to handle confidential and sensitive information. • Recognises the boundaries between politics, governance and management and acts accordingly.
Awareness	<ul style="list-style-type: none"> • Knowledge of the Official Information Act 2008. • Knowledge of banking services and processes of Cook Islands licensed domestic banks and international payment methods. • Understands and exemplifies Ministry and public service values. • Understanding of AML/KYC standards and trustee fiduciary responsibilities.

	<ul style="list-style-type: none"> • Knowledge of policy and guideline development and implementation. • Applies understanding of the unique and special nature of the Cook Islands to decisions and actions.
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CHANGE TO JOB DESCRIPTION

Changes to the Job description may be made from time to time in response to the changing nature of the Agency work environment - including technological or statutory changes.

Approved:

HoM/Manager

Date

Employee

Date