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| <b>Job Title</b>     | Research & Product Development Analyst                         |
| <b>Grade</b>         | 3A   |
| <b>Reports to</b>    | Manager Research, Product Development and Government Relations |
| <b>Business Unit</b> | Business Transformation  |
| <b>Location</b>      | Headquarters (Suva)  |

## Job purpose

Reporting to the Manager Product Development & Government Relations, he/she is responsible for undertaking/formulating/implementing research, concept formulation, prototyping, design and development requirements for the Fund's products and services. He/she will also play a key role in deriving useful information for policy intervention and collaborate with key stakeholders.

## Duties and responsibilities

- To assist in researching new ideas/concepts, evaluate them objectively from a market and financial standpoint – to meet unmet member needs and improve existing ones;
- To conduct qualitative and quantitative analysis for products in all stages of product life cycle according to agreed framework;
- To conduct marketing analysis to develop product selection and definition and undertake strategic analysis of product / services development needs and demand issues;
- To conduct critical analysis of member/pensioner and employer behavioral patterns for policy development;
- To assist develop proposals that capture new ideas, research and recommend creative solutions that produce optimal results and benefits to stakeholders via exhaustive stakeholder analysis;
- To prepare product management objectives and schedules for all phases of the product life cycle and introduce new products into the market or exit obsolete ones;
- To report on compliance ensuring that all products and services are developed within quality guidelines, established procedures and standards;
- To provide timely and up-to-date feedback on implementation, administration and financial management of assigned financial project undertakings;
- To develop and implement new and enhanced products , process and services
- To collaborate cross-functionally with other Business units to articulate project requirements and ensure appropriate size and scope of proposed action plans;
- To conduct analysis of proposed project costing [variable and fixed and other related costs incurred] and pricing benchmarked against industry practice and operation;
- Perform any other duties as assigned by the Supervisor.

## **Education & Experience**

Degree in Finance, Management, Economics, Accounting, Commerce, or a related field with at least 3-5years experience in Research, Product Development and Management. Computer proficiency in MS Word, Excel, PowerPoint, Project and basic knowledge of Visio with relatively good typing speed is also essential.

## **Key Competencies**

- Demonstrates integrity by modelling the Fund's vision, values and ethical standards
- Results oriented, decisive, and analytical, leading to creative solutions while managing key stakeholder involvement
  - Ability to look at needs of stakeholders analytically and critically without accepting things at face value.
  - Ability to influence the stakeholders on a solution that would solve their problems.
  - Ability to listen, observe, learn and understand whatever is required to facilitate the process of providing solutions for problems and opportunities.
- Ability to develop to develop good working relationships, avoid conflicts and be able to work towards a common end goal with stakeholders.
- High level of motivation, comfortable with risk and also possessing excellent research and presentation skills
- Demonstrates excellent knowledge of the Fund's product and services or similar businesses.
- Excellent working knowledge and understanding of ProMIS system
- Computer competency in operating MS applications and other applications such analytical programs will be an added advantage;
- Adaptability to changes;
- The ability to work cross-functionally within the Fund, collaborate with potential strategic partners and others is necessary
- Must be a Team Player
- Demonstrates ability to work under pressure and be innovative and creative in his/her work;
- Demonstrates ability to manage projects in an efficient and effective manner;
- Demonstrates ability to work under minimal supervision

## **Reporting Structure**

*Direct Reports:* None

*Indirect Reports:* None

## **Authority Levels**

*Financial:* None

*Staff:* None

*Contractual:* None

## Internal & External Contacts

### Internal

| Department  | Purpose of Contact   | Frequency of Contact                     |
|---|--|--|
| Actuarial   | Product costing, projections exercises & usage of best actuarial practices.  | Regular basis                            |
| Operations Team <ul style="list-style-type: none"> <li>➤ Member Services</li> <li>➤ Contribution Collection &amp; Compliance</li> </ul> | Conduct data trend analysis for them, identify project opportunities, provide training materials on new developments | Monthly basis or as when the need arises |
| Finance   | For payments and department budget purposes.   | On an as is required basis               |
| Legal   | To consult on legal advice on project agreements and development that will require changes to the FNPf legislation   | On an as is required basis               |
| Strategic Planning  | Data trend analysis for strategic planning purposes, formulation and monitoring of Balance Scorecards                | Regular basis                            |
| Internal Audit  | Consult on internal processes and development of data specification reports  | On an as is required basis               |
| IT  | Consult on data management e.g. extracting of reports  | Regular basis                            |
| Human Resource  | Consult on training needs and recruitment processes  | On an as is required basis               |
| Executive and Board Management  | Present, advice and seek approval for project specifications and report findings recommendations                     | On an as is required basis               |

**External**

| <b>Department</b>                | <b>Purpose of Contact</b>   | <b>Frequency of Contact</b> |
|----------------------------------|---|-----------------------------|
| Fiji Bureau of Statistics (FBoS) | Information sharing,<br>development programs  | Regular basis               |
| Ministry of Labour/FRCA          | Information sharing   | On an as is required basis  |
| ILO/World Bank/PFIP              | On projects where we are<br>seeking technical expertise                                     | On an as is required basis  |
| Ministry of Social Welfare       | MOU on verifications of Social<br>Pension Scheme Applications<br>and Social Security Issues | On an as is required basis  |
| Reserve Bank of Fiji (RBF)       | Information Sharing   | On an as is required basis  |

**Working conditions**

The incumbent may be required, to from time to time, to work late hours or during weekends, including travelling to other FPNF branches & agencies or, to work in other functional areas for job rotation for developmental purposes.