



UTILITY REGULATION AND COMPETITION OFFICE

JOB DESCRIPTION

Job Title:	Executive Director, ICT		
Job Holder:			
Department:	Executive		
Reports to:	Chief Executive Officer		
Number of direct reports:	1	Salary Range:	
Total Points:		Date of last review:	July, 2019
Salary Grade:		PT Grade:	

1. JOB PURPOSE

The Executive Director Information and Communications Technology (ICT) reports directly to the Chief Executive Officer (CEO) and has statutory responsibility for the regulation and development of the ICT sector in the Cayman Islands, in accordance with the Utility Regulation and Competition Office Law (2019 Revision), Information and Communication Technology Amendment Law (2019 Revision) and subsidiary legislation. The post also serves as a non-voting member of the Board of Directors, and as a member of the Office's Senior Management Team. The post holder is the principal advisor to the Board on regulatory matters relating to the ICT sector.

The Executive Director ICT ensures the implementation and achievement of OfReg's ICT section's current and future strategic direction set by the CEO, to ensure delivery of strategic and operational key performance results, and outcomes. He/she is also accountable for oversight of the ICT's Critical National Infrastructure while developing new technological opportunities that will enhance competition in the ICT sector of the Cayman Islands.

Key areas of accountability include, but are not limited to:

The post holder is directly responsible to ensure the provision of comprehensive, high quality services in a cost effective, timely, and transparent manner with a strong customer service focus in delivering (or contributing to the delivery of) the following Purchase Agreement outputs.

- a. URC 1, Drafting of Legislation and Policy Advice.
- b. URC 2, Management of KY internet Domain.
- c. URC 3, Collection and Verification of License Fees
- d. URC 5, Education of local businesses and the general public on ICT sectoral issues.
- e. URC 6, Regional and international representation as directed by the CEO.
- f. URC 7 National cyber security initiatives.

He/she is accountable for establishing the strategic direction of the sector in-line with directions and approval of the CEO, and ensuring that OfReg's vision, mission and objectives are met. The postholder is also responsible for establishing performance standards and agreements and carrying out performance appraisals for their direct and indirect reports to ensure that they meet their set performance targets within the agreed timelines. Finally, the post-holder is also responsible for ensuring a strong focus is placed on the training and development of Caymanian employees by implementing robust succession planning, and ensuring maximum opportunity for all employees to rise to their full capability.

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Initials CEO: _____

The post holder is expected to continually reassess processes, procedures, mechanisms and make amendments to ensure relevancy, transparency, predictability, efficiency and adherence to regulatory best practice while keeping the CEO informed.

2. DIMENSIONS

The work of the Executive Director ICT is generated by the Chief Executive Officer, and will mainly be guided by the production of an annual business plan by the postholder. The postholder has significant autonomy in determining how the work of the Office is prioritized and accomplished in consultation with the Chief Executive Officer.

The Executive Director ICT is directly responsible for planning, controlling and directing the operations of the ICT sector and will oversee the work of one direct report (Deputy Director, ICT) and four indirect reports. He/she will also be responsible for the ICT provision of disaster preparedness, response and recovery services.

Budgetary Responsibility:

- a) Recurrent - \$2.3 million/annum (2020)
- b) Capital Acquisitions - \$0.1Million (2020)
- c) Government Royalties - \$8.0 million (2020)
- d) License fees - \$1.7 million (2020)

There are mandated six (6) board meetings per annum; however, the Board generally meets once per month. In addition, the Board regularly establishes committees in order to carry out portions of its work, with meeting schedules varying by committee. The postholder is expected to attend all Board and assigned committee meetings in person or by audio/video secure connection when needed.

The post holder will be involved in litigation both as the prosecutor of entities that violate the law and as a defendant in applications for judicial review on regulatory decisions taken.

3. PRINCIPAL ACCOUNTABILITIES

ACCOUNTABILITIES	PERCENTAGE
<p><u>Leadership, Management, and Oversight</u></p> <p>a) Vision/Strategic Planning: Creates the vision and work culture of the ICT division in-line with the strategic direction set by the CEO. To effect, plans and formulates section strategies, policies, procedures and programmes and ensures their effective implementation and measurement.</p> <p>b) Leadership:</p> <ul style="list-style-type: none"> • Creates an empowered and challenging team culture that delivers outstanding performance. Fosters a culture that promotes the Office’s core values and work ethic. • Demonstrates a professional leadership style together with a positive working relationship that supports the 	40%

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<p>attainment of respect and credibility by all internal and external stakeholders.</p> <ul style="list-style-type: none"> • Serves as part of the Senior Management Team in a manner that fosters information sharing, cross-section collaboration and sound operational management of the Office. <p>c) Advisory: Advises the CEO and Board of Directors on ICT matters, including:</p> <ul style="list-style-type: none"> • Compliance with government’s national and international obligations, ICT markets, technology, innovation and regulation. • Attends meetings of Cabinet, Public Accounts Committee and Finance Committee when summoned and provides professional advice as requested and update the CEO. <p>d) Management:</p> <ul style="list-style-type: none"> • Manages the ICT section on a day to day basis in relation to all matters. Formulates and implements technical strategies to achieve the section’s objectives and outputs. • Ensures all management and regulatory actions and decisions are transparent, robust, and properly documented to minimise risks and ensure accountability and are in line with the existing regulatory framework. • Manages the staff of the ICT section to ensure the attainment of the highest professional standards; and high-quality and timely delivery of the section’s outputs. <p>e) Financial Management / Budgeting:</p> <ul style="list-style-type: none"> • Develops, recommends, oversees, and monitors the section’s multi-year budget (capital and recurrent). Safeguarding that expenditure does not exceed agreed levels. Ensures that all financial matters are dealt with in an efficient, fair, timely, transparent and prudent manner. • Implements and coordinates the board’s policies and the implementation of directives from the CEO in accordance with all relevant laws. • Provides direct support to the Chief Executive Officer in handling the day-to-day compliance and financial responsibilities of the ICT division. • Ensures the procurement of goods and services are fully compliant with the procurement Law and OfReg policy and in keeping with good governance principles. • Provide expertise and detail on costs in the planning and budgeting for activities that have ICT components. 	
<p>f) Business Operations:</p> <ul style="list-style-type: none"> • Directs the Office’s ICT section to ensure compliance with its legal obligations to effectively manage: 	40%

<ul style="list-style-type: none"> • Licensees to ensure compliance with license conditions and all relevant laws. • .ky Internet domain. • Telephone numbering plan. • All radio spectrum within the Cayman Islands. • The efficient use of shared ICT infrastructure. • Scheduling and conduct of compliance reviews of licensee due diligence records according to established guidelines, adhering to the requirement to immediately communicate all issues affecting financial and or operational performance to the CEO. • Under the supervision of the CEO, directs the negotiations between OfReg and licensees in all matters, including renewal of licenses. • Keeps up-to-date on the technological developments in the sector, with a view to identifying opportunities for the introduction of new and innovative technologies related to the sector in the Cayman Islands. • Liaises with other government and associated stakeholders and agencies as it relates to the execution of the ICT mandate. 	
<p>g) Business Planning, Communication, and Coordination</p> <ul style="list-style-type: none"> • Develops the strategic plans for the section, in accordance with URCO Law and coordinates the implementation of approved annual plans. • Develops and promotes awareness of OfReg’s ICT section’s role in the economic, social, and political development of the islands. • Acts as the spokesperson for the ICT sector when directed to do so by the CEO. • Coordinates national disaster preparedness in the ICT sector with the national Hazard Management Cayman Islands (HMCI) unit and all ICT licensees. • Manages the national Cybersecurity Incident Response (‘CIRT’) and coordinating Cybersecurity efforts with licensees, Central Government, and other stakeholders together with local and international law enforcement agencies. • Represents the Office at forums, and as part of inter-agency, local and overseas delegations, and supports, on the CEO’s request, as necessary on sectoral matters. 	20%

4. ASSIGNMENT & PLANNING OF WORK

The post-holder leads a team, working directly under the CEO who gives assignments with specific deadlines. Work assignments generally fall within the delegated authority and assigned responsibility of the CEO but are also received from the Board of Directors and the Cabinet Office as OfReg’s Portfolio head which are all coordinated through the CEO.

Specific projects, industry-imposed priorities and negotiations often determine the focus of the work at any given time. The post holder plans and manages his/her own activities to allow for

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efficient monitoring and co-ordination of all section activities, in collaboration with the active engagement of the ICT Section team.

5. SUPERVISORY RESPONSIBILITIES & KEY WORKING RELATIONSHIPS

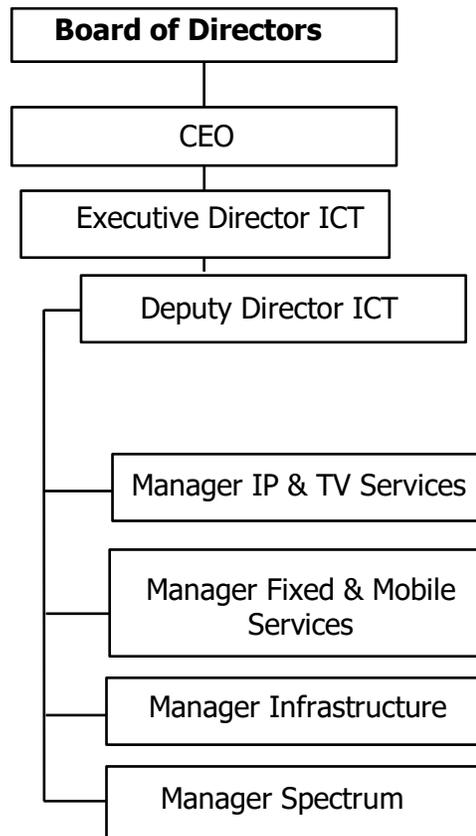
5.1 The post-holder:

- a) Has supervisory responsibility in accordance with the organisational structure.
- b) Has working relationships with the CEO, Board Members, Executives, Senior Managers and all employees.
- c) Is responsible for ensuring that good, ethical and transparent business practises and relations are maintained with all ICTA Licensees, as well as other interested parties.
- d) Supervises and verifies work and carries out performance evaluations of supervised staff.
- e) Coordinates the activities of project consultants in specialist areas.

5.2 Working Conditions

Normal office working conditions apply. Flexibility and being able to work outside normal working hours, 8:30 AM – 5:00 PM, will be needed from time to time.

6. THE TEAM



Initials Employee: _____

Initials CEO: _____

7. QUALIFICATIONS, EXPERIENCE AND SKILLS:

7.1 Education

The post-holder must hold:

- A first Degree.
- A Master's Degree in Utility Regulation or Competition, Accounting, Economics, Engineering, Finance, Law or Public Policy, or an equivalent professional qualification from a recognized educational institution.
- In the absence of a Master's Degree another post-graduate qualification and/or 15 years' experience in one of the above fields will be considered.

7.2 Experience

The post holder must have:

- A minimum of seven (7) years' experience in a utility regulatory operation including four (4) years at a middle or senior management level.
- The Office will also consider a minimum of seven (7) years' progressive experience in the utilities sector, related consulting field, or other related industry.
- A minimum of four (4) years' financial and people management experience at the senior management level.
- Three (3) years' experience of working at the interface between government and private sector business, whether from the public sector side or from the private sector side would be advantageous.
- Proven track-record of facilitating, negotiating, arbitrating or supervising contracts, licences or equivalent forms of authorisation, preferably between the Government and the private sector.
- A sound understanding of ICT regulatory operations and technologies, consumer demand for services as well as trends in their development.

7.3 Skills & Abilities

The post holder must demonstrate:

- Highly developed skills (both written and oral) in the presentation of arguments and ideas.
- Strong business ethics, integrity and composure at all times and in all situations, with all stakeholders.
- An appreciation of the applications of ICT systems for organisational operations.
- A personality and demeanor that commands the attention and respect of individuals and groups with whom OfReg has regular contact and all OfReg's Staff.
- A professional and positive image and attitude regarding OfReg and its work.
- The ability and willingness to consider all sides of a dispute and to rely on objective evidence before making a decision.
- Diplomacy and tact.
- Political, social and cultural sensitivity and maturity.
- Confidence in public speaking, including interacting with the media, special interest groups, the general public, and high-level Government stakeholders.
- The ability to multi-task and interpret complex data, while maintaining a sense of urgency in achieving outputs and other deliverables.
- The highest levels of confidentiality, integrity and political neutrality.

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- The ability to advise on the drafting of primary and secondary legislation.

8. PERFORMANCE & SPECIAL CONSIDERATIONS

The CEO will, on an ongoing basis, discuss the post holder's progress and performance. The annual plans form a key part of the annual performance assessment for the post holder.

Emerging issues in the industries such as cybersecurity, mobile communications, and ICT advancements with related policy implications have a significant impact on this role.

The post holder is performing the duties of the role effectively when:

- There is fair, effective economic regulation and competition in the sector; enforcement of fair, equitable and competitive market principles and the restraining of dominant market players to ensure a level playing field for market participants.
- There is appropriate and relevant policy formulation, analysis and implementation to improve the regulatory and legislative framework for the sector and to promote innovation.
- There is appropriate and timely investigation of complaints and resolution of conflicts via existence of an effective compliance and enforcement regime.
- There is effective management and control of staff, resources and budget.
- There are adequate mechanisms in place to protect the interest of consumers and universal service/access mechanisms to ensure the widespread and least cost diffusion of ICT services.
- There is effective planning, management and monitoring of the utilization of the spectrum resource in accordance with legislative and public policy objectives.
- The post holder demonstrably and consistently displays high ethical standards, integrity and due care; confidentiality and professional behaviour.

Some travel, both local and overseas are required.

This job description and person specification is a guide to the minimum requirements of the role and is not intended to restrict activities that will contribute to the growth and success of the organization. The duties and requirements contained within may be reviewed and amended, in consultation with the post holder, considering any organizational development within OfReg.

By signing below, I understand that I am employed to carry out the duties listed in this job description, and that these duties may, from time to time, change in line with the changing and evolving nature of the Office and its role.

AGREED BY

Jobholder

Date: _____

Chief Executive Officer

Date: _____

Initials Employee: _____

Initials CEO: _____