



PACIFIC ISLANDS
FORUM SECRETARIAT

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Applicant Information Package

COMMUNICATIONS OFFICER

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About The Pacific Islands Forum Secretariat

Founded in 1971, the Pacific Islands Forum is the region's premier political and economic policy organisation. The Forum Leader's Vision is *for a region of peace, harmony, security, social inclusion and prosperity, so that all Pacific people can lead free, healthy, and productive lives.*

The work of the Pacific Islands Forum Secretariat (PIFS) is guided by the **Framework for Pacific Regionalism** (FPR) as:

The expression of a common sense of identity and purpose, leading progressively to the sharing of institutions, resources, and markets, with the purpose of complimenting national efforts, overcoming common constraints, and embracing sustainable and inclusive development within Pacific countries and territories and for the Pacific region as a whole.

The FPR is underpinned by the **Blue Pacific** narrative, endorsed by Forum Leaders in Samoa in 2017, which calls for a long-term regional commitment to act as one "Blue Continent" as the means to achieve its development aspirations. The Leaders vision was that it would serve as the platform to reinforce and inspire the region in its shared stewardship of the Pacific Ocean, and to reaffirm the connections of Pacific peoples with their natural resources, environment, culture and livelihoods.

For more information about PIFS visit www.forumsec.org.

About the Communications & Public Affairs (CPA) Team

Reflecting the whole-of-Secretariat nature of Communications & Public Affairs work, the CPA sits within the small Executive branch of the Secretariat. The team supports a large work programme of policy, programme and engagement undertaken by three divisions, Policy, Governance & Engagement, Programmes & Initiatives.

The CPA team is charged with ensuring increased awareness by all stakeholders of Forum objectives and activities. This work is underpinned by a strategic approach to communications that ensures activities are fit-for-purpose, well designed and targeted. We use a variety of channels including online, print, events, media and video.

The work programme is one of the most diverse and high-profile in the Pacific, we work with stakeholders ranging from school children to Presidents, journalists to artists, business-owners to activists. The team has a large workload but prioritizes collegiality, collaboration and creativity. Initiative and independence are encouraged, but the small team environment provides a supportive, fun and happy place to work.

About the Position

The Communications Officer position exists to:

- Deliver internal and change communications activities across a range of channels that enhance the working experience of the Secretariat staff, increase engagement and connection to the values, vision and mission of the Forum, and support achievement of key results.
- Support the Secretariat to carry out best-in-class public policy consultation and engagement activities

Key tasks:

1. Develop and implement an internal communications strategy for the Pacific Islands Forum Secretariat
2. Lead the Secretariat's work to develop and maintain strong internal communications channels, including the redevelopment of the intranet
3. Provide internal communications advice and expertise to the Executive, managers and project leads on a number of change and organisational development initiatives on best practice strategies, methodologies and tactics
4. Create engaging internal communications campaigns, and content for use across multiple content that raises awareness of change, organisational project and priorities and their benefits
5. Support key organisational development work such as organisations values, annual work planning, employment branding, engagement surveys, policies and process, and employee focussed events.
6. Support the Secretariat to undertake well-designed, targeted and effective consultation processes including around public policy initiatives such as the 2050 Blue Pacific Strategy
7. Assist with general Communications and Public Affairs duties as required, including acting for the Team Leader when required
8. Manage a large range of projects and competing deadlines

General Capabilities

The *Forum Secretariat* has undergone an organisational restructure, with a view to achieve greater consistency across the organisation in the way workforce capability is developed, and capability gaps are identified and addressed. As such, PIFS has produced a Capability Framework (CF) that provides a common platform to clarify performance expectations and job behaviours required for roles at various levels. Details of each CF Competency may be different for the position's Band Level.

CORE CAPABILITIES:

Planning & Prioritising	"Developing and committing to personal, team, KRA and organization wide plans"
Communicating with Purpose and Effect	"Clear communication while knowing your target audience and the outcomes you are seeking"
Leading and Collaborating	"Actively leads self, others and organization to establish a positive and productive organization culture"
Applying Critical Thinking	"Gathering, organizing and analyzing information for effective decision making"
Developing and Strengthening Relationships	"Working cooperatively and establishing, developing and maintaining business relationships"
Delivering Value	"Deliver Outcomes that meet agreed quality and timeliness measures"

SUPPLEMENTARY CAPABILITIES:

Supplementary Capabilities required include: building for the future, promoting effective workplace practices, managing and coordinating projects as well as using systems, tools and technology.

Position Accountabilities

The position reports to the Communications and Public Affairs Team Leader and will work closely with staff across the Secretariat.

Key responsibilities for the role include but are not limited to:

1. Strategy and Planning:

- Work with the Executive, management and other key focal points to develop and deliver an Internal Communications Strategy, reflecting the Blue Pacific narrative utilizing best practice and including a monitoring and evaluation component
- Plan and implement activities and methods to improve internal communications, staff engagement and information-sharing within the Secretariat
- Design communications strategies and activities, and produce communications collateral aligned to objectives and budget
- Measure return on investment as much as possible, including tracking improvement on KRA attainment

2. Channels

- Co-lead work to redevelop the Secretariat's intranet site
- Develop and manage the Secretariat's main internal communications channels under the Internal Communications Strategy

3. Advice and Project Support

- Provide communications expertise and advice for Secretariat change and organizational development projects
- Proactively support the Executive and managers with internal communications requirements and initiatives
- Support effective staff communications in emergency and critical incident situations
- Provide event planning and coordination support to employee focused events

4. Content and Campaigns

- Produce regular communications for staff including updates, blogs, face-to-face events, publications, social media and video
- Write and edit managers updates, case-studies, speeches and stories and other collateral

5. Engagement and Consultation

- Implement consultation and regular feedback channels for staff
- Investigate methodology for tracking/monitoring staff employee engagement
- Design and coordinate public/stakeholder consultation processes for key policy and programme initiatives including the 2050 Blue Pacific Strategy
- Act as a point of expertise for consultation (both internal and external) practice and process

6. Records, Reporting & General Duties

- Ensure accuracy and completeness of e-files relating to communications and public affairs held centrally by the Secretariat
- Produce reports and metrics against KRA delivery for managers/Executive as required
- Provide Public Affairs and Communications advice and project management on a range of work areas, activities and events as required
- Undertake projects and/or other initiatives as assigned by manager, or Executive
- Act up, as required

Note: The above performance requirements are provided as a guide only. The precise performance measures for this job will need further discussion between the jobholder and supervisor as part of the performance development process

Position complexities

Most challenging duties typically undertaken:

- Managing competing deadlines from a whole-of-Secretariat client base
- Ensuring consistency and high-quality output with limited resources a range of client views and expectations

Qualifications and experience required for the role

This section is designed to capture the expertise required for the role at the 100% fully effective level. This may be a combination of knowledge/experience, qualifications or equivalent level of learning through experience or key skills, attributes or job specific competencies:

- A Communications (or relevant) qualification is required, and at least five (5) years' experience as a communications practitioner is required
- A strong history of change management, organisational development and internal communications work is required
- Excellent written and verbal skills
- Diversity, cross-cultural and consultation experience are desirable
- Strong experience in communications/project management
- Firm knowledge of organisational development, change and communications theory and practice would be useful
- Interest in regional issues, politics and international relations
- Team player with creative mindset, ability to communicate and collaborate with wide-range of stakeholders
- Ability to work methodically, attention to detail, and meet deadlines
- Good communication, presentation and multi-tasking skills;

Other Desirable Knowledge/Experience:


- Previous work experience in a regional or international organisation

Functional relationships & Relationship skills

The role will need to liaise with many stakeholders, key contacts and typical nature of their relations are:


External:

- Stakeholders

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- Liaising, gaining cooperation, communicating, giving/receiving information

Internal:

- Secretary General and other members of Senior Management team
- Other KRA Advisers
- Other CPA staff and officers
- Staff in other reporting lines

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- Receive organisation updates, instructions and general information
 - Regular group meetings to share information
 - Informal one-on-one conversations
 - Emails and correspondences and/or seek inputs for content

Direct Reports

The position has no staff reporting line

Level of Delegation

The position cannot authorize any cost or sign standard letters on Secretariat letterhead or approve any contractual matters.

Additional Information

- PIFS advocates for equal opportunities
- Incumbent is physically fit and able to travel, when required
- Hold a current passport valid at least 6 months

Change of Position Description

This position description may be subject to change from time to time in response to the changing nature of our work environment – including technological requirements or statutory changes. Such change may be initiated as required.

This Position Description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.

Summary of Conditions, Benefits & Entitlements

The Forum Secretariat is part of the participating agencies of the Council of Regional Organisations of the Pacific (CROP) that have agreed through their governing councils to standardise employment conditions. Outlined in this section are the conditions, benefits & entitlements that accrue to the position of Communications Officer.

Contract Term

- *Principle:* To ensure recruitment and retention of the best person for the position.
- *Practice:* The successful candidate will be entitled to a contract term of three years subject to a satisfactory medical examination and performance during a six-month probation period. On completion of three years at the Secretariat, a contract may be renewed for up to three (3) years based on performance, funding, and the need for the position, with a maximum employment term of nine (9) years.

Working hours

- *Principle:* To ensure that the minimum legal standard is met.
- *Practice:* Normal working hours are 37 hours per week with the official office hours being:
Monday – Thursday: 8:30am – 5:00pm
Friday: 8:30am – 4:30pm.

Salary

- *Principle:* To ensure relative worth of similar positions across CROP agencies is maintained and consistent with the market, a sample of positions across participating CROP agencies are validated and sized to ensure equivalent salaries are paid for equivalent jobs. Salaries for all Secretariat positions that are advertised internationally, are assessed annually compared to the reference markets which are the median of the Australian and New Zealand Public Service Sectors and the Fiji All Organisations market.

- *Practice:* This position is placed on the Officer Bands, is denominated in Special Drawing Rights (SDR) and paid in Fiji Dollars according to the average SDR/Fiji exchange rate for the preceding month. The starting salary will be in the range of **SDR 24,105 to SDR 30,325** per annum. At the 1 November 2019 exchange rate this salary range was equivalent to, **FJD72,539 to FJD91,257**.

Superannuation

- *Principle:* To provide the minimum legal requirement of the host country.
- *Practice:* This entitlement amounts to the minimum Employer Contribution rate as provided in the Fiji National Provident Fund Act (currently 10%), which will be paid as a cash supplement to salary or to a nominated superannuation fund. For Fiji citizens this will be paid to the Fiji National Provident Fund.

Housing

- *Principle:* To ensure that staff have access to a reasonable standard of housing appropriate to their position.
- *Practice:* Rental assistance equating to 75% of suitable standard accommodation is paid to incumbents of positions that have been advertised internationally. Maximum rates are reviewed annually.
The maximum rental assistance payable is FJD3,000 per month or FJD 36,000 per annum in Suva. The assistance for overseas locations will be set following a review of the rental housing market.

Education

- *Principle:* To enable staff to have their dependent children educated to a recognised and acceptable standard. The assistance for locations outside Suva will be set following a review of the local school fees.
- *Practice:* 75% of actual costs of fees for tuition, board and sanctioned tutorials are reimbursed up to a maximum of FJD21,855 per child per annum (in Suva) and up to a maximum of FJD65,565 per family per annum.

Recruitment & Repatriation Entitlements

- *Principle:* To meet costs of travel, accommodation and for moving personal effects of staff and dependents to enable a move to the base station on recruitment and back to recognised home on repatriation.
- *Practice:* Airfares, packing and removal costs for staff, spouse and dependent children between point of recruitment and Suva will be facilitated and paid by the Secretariat. Hotel accommodation for 6 working days is provided for staff on arrival and on repatriation. Reasonable removal expenses (packing, insuring, shipping and unpacking) from place of recruitment and on end of contract. A 20-foot container is the family entitlement for this purpose.

Establishment Grant

- *Principle:* To assist with settling in expenses.
- *Practice:* A grant equivalent to SDR 2,500 will be given to staff recruited from outside the greater Suva area.

Health/Life Insurance

- *Principle:* To provide standard health insurance.
- *Practice:* Health insurance covering local medical consultation, pharmaceutical benefits and overseas medical treatment (subject to certain conditions) and term life insurance equivalent to three times the base salary is provided for staff.

Annual Leave

- *Principle:* To provide for recuperation and recreation.
- *Practice:* The entitlement for annual leave is 25 working days per annum.

Sick Leave

- *Principle:* To provide for leave for illness or accident.
- *Practice:* The allocation for sick leave is 21 days per annum.

School Holiday Travel

- *Principle:* To enable parent-child reunion.
- *Practice:* One economy class return airfare per annum for a dependent child to visit their parent at the base station or one economy class return air fare for a staff member or spouse to visit their dependent child studying overseas.

Home Leave Travel

- *Principle:* To enable staff to maintain contact with their home environment.
- *Practice:* After having completed 18 months service, expatriate staff members are entitled to home leave airfares provided they return for the remaining time of their contracts. The entitlement is for reimbursement of one economy class return flight between Suva and the place of normal residence for the staff member, spouse and dependent children.

Repatriation Grant

- *Principle:* To assist staff from outside the base station settle back in their home location.
- *Practice:* A grant equivalent to SDR 2,500 will be given on repatriation.

Tax Status

- *Practice:* Remuneration is taxable for Fiji nationals and may be tax-free in Fiji for non-Fiji nationals. It is the responsibility of the
- *Principle:* To meet the minimum legal requirements as agreed through the Establishment Agreement between the organisation and the host government.

Other Benefits

- Other benefits include family leave, maternity leave and special leave at the Secretary General's discretion.

Administrative Information

The closing date for applicants is **16 December 2019**. Applications should contain full information on education and career background. Applicants must also provide the names, addresses (postal & e-mail), fax and telephone numbers of three employment referees.

Interested applicants are encouraged to apply through our website: www.forumsec.org where an information package containing the job description and remuneration details is also available.

General Information on the Pacific Islands Forum Secretariat is available on the website.