



## JOB DESCRIPTION

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| <b>Job Title:</b>                                       | Culture Programme Assistant, ACP-EU Programme (Pacific)<br>Enhancing capacity for the sustainability of Cultural and Creative Industries in the Pacific Project.  |
| <b>Division/Programme and Section/Project (if any):</b> | Human Rights and Social Development Division  |
| <b>Location:</b>  | Suva, Fiji  |
| <b>Reporting to:</b>                                    | Project Manager, ACP-EU Culture Project   |
| <b>Number of Direct Reports:</b>                        | None  |
| <b>Purpose of Role:</b>                                 | The primary role of this position is to provide logistical and administrative support to ensure efficient and smooth operation of HRSD's Culture for Development programme and more specifically towards the "ACP-EU Programme (Pacific) Enhancing Capacity for the Sustainability of Cultural and Creative Industries in the Pacific" Project. |
| <b>Date:</b>  | January 2021  |

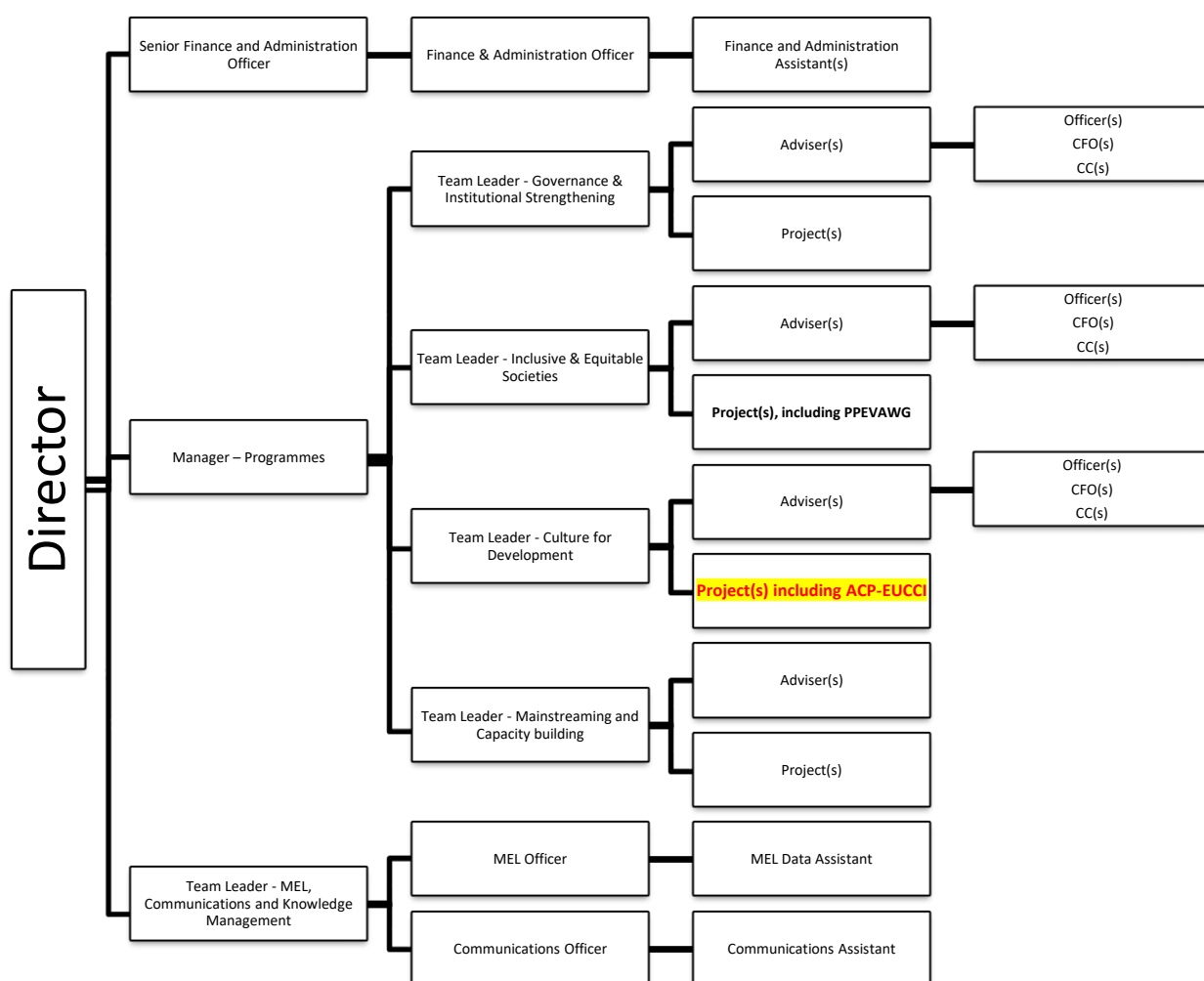
### Organizational Context and Organization Chart

The vision of the Human Rights and Social Development Division is for just, equitable and resilient Pacific societies and it aims to achieve this by advancing human rights, GESI for all Pacific people, grounded in cultural values and principles.

HRSD provides a comprehensive suite of policy and legislative advice, technical assistance and capacity building, through a team comprising a Director, Manager, Team Leaders, Advisers, Officers and Programme Managers based in Suva, and Country Focal Officers and Country Coordinators located across the Pacific. The team provides advice, technical assistance and capacity building to national ministries, civil society, regional partners and other national/regional partners, as well as through mainstreaming within SPC programmes.

In line with its vision, the work of HRSD encompasses the following objectives:

- Objective 1: Governance for human rights and social development: Strengthen inclusive, transparent and active governance for human rights and social development.
- Objective 2: Gender equality and social inclusion: Mobilise, empower and build conditions for gender equality, equity and social inclusion in society and development.
- Objective 3: Culture: Promote, preserve and protect positive expressions of culture.
- Objective 4: Enhance knowledge, learning and innovative solutions to accelerate impact on human development priorities.



### Key Result Areas (KRAs):

The position of Culture Programme Assistant encompasses the following major functions or Key Result Areas:

1. Manage the Culture Secretariat Desk
2. Provide logistical and administrative support for the delivery, monitoring, evaluation and reporting of project activities.
3. Assist Finance officer in facilitating financial and procurement processes to the Team Leader and assist with project coordination and administration.
4. Assist Travel and Logistics

***The performance requirements of the Key Result Areas are broadly described below:***

| Jobholder is accountable for  | Jobholder is successful when  |
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| <p><b>KRA#1: Secretarial Support</b><br/> <b><i>Manage the Culture secretariat Desk</i></b></p> <ul style="list-style-type: none"> <li>• Provides first line of communication for the culture programme</li> <li>• Organise and maintain inventory, maintenance of office equipment, supplies and location;</li> <li>• Maintain leave, activity, meeting, travel and other schedules;</li> <li>• Maintain focal point lists;</li> <li>• Maintain and update the project filing system (daily electronic filing for all sections, keeping project records);</li> <li>• Receives and dispatches emails</li> <li>• Manages project administrative requests</li> <li>• Support for procurement of goods and services in line with SPC policy</li> <li>• Files and records</li> <li>• Provide secretarial support to the Team Leader Culture</li> <li>• Maintains lines of communication with culture partners</li> <li>• Correspondence with FCOs and grantees</li> </ul>                   | <ul style="list-style-type: none"> <li>• Team Leader Culture and relevant staff satisfied with the standard and efficiency of the secretarial support being provided.</li> </ul>  |
| <p><b>KRA#2: Administration</b><br/> <b><i>Provide administrative support to Team Leader Culture for Development for the management of the Culture for Development Programme and for the coordination and management of culture projects</i></b></p> <ul style="list-style-type: none"> <li>• Assist MEL and Comms Team in the delivery of communications strategy and MEL work</li> <li>• Support for project personnel and for real-time and virtual project activities</li> <li>• Format and finalize documents, etc.</li> <li>• General procedural support and assistance towards development of Grantee action plans and results-focused budgets</li> <li>• Plays key role in logistics for culture activities</li> <li>• Assist project stakeholders with administrative and logistic requests</li> <li>• Arrange meetings, make appointments where required including for consultants;</li> <li>• Receive and act on various administrative and secretarial requests;</li> </ul> | <ul style="list-style-type: none"> <li>• Satisfactory delivery of timely administrative support for Culture for Development programme and projects.</li> <li>• Director HRSD is satisfied with administration of the Culture for Development Programme.</li> <li>• Staff have the equipment, supplies and satisfactory working arrangements to carry out their jobs.</li> <li>• Documentation is properly filed and easily retrieved and distributed to staff and other clients.</li> </ul> |

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| <p><b>KRA#3: Financial Management</b><br/> <b><i>Provide financial management support to the Culture for Development Programme</i></b></p> <ul style="list-style-type: none"> <li>• Work with Finance Officer on procurement for project activities</li> <li>• Prepare and process payments and fund disbursements working closely with Finance;</li> <li>• Monitor and assist in the management of the Culture for Development Programme finances</li> <li>• Assist Finance assistant in raising purchase orders in Navision for all expenses</li> <li>• Provide effective administrative support for the payment status and orders for consultants/ vendors</li> <li>• Assist with the preparation of financial reports and accounts including those for development partners and donors, working closely with the Finance Officer and the Finance team</li> <li>• Assist with the preparation of financial reports and accounts including those for development partners and donors, working closely with the Finance Officer and the Finance team;</li> <li>• Assist with the preparation of financial reports required for donors from time to time;</li> <li>• Assist with the preparation of annual budget for the Culture for Development Programme;</li> </ul> | <ul style="list-style-type: none"> <li>• Satisfactory management and reporting of Culture for Development finances in accordance with SPC and donor policies and regulations.</li> <li>• Clients and staff receive payments in an accurate and timely fashion.</li> <li>• Financial reports are prepared and presented in an accurate and timely fashion and on request.</li> <li>• Funds for meetings, conferences, training activities and workshops are disbursed on and accounted for in an accurate and timely fashion.</li> </ul> |
| <p><b>KRA#4: Travel and Events Management</b><br/> <b><i>Organize all programme related travel for the Culture for Development Programme including support for organizing meetings, conferences and workshops.</i></b></p> <ul style="list-style-type: none"> <li>• Organise duty travel for Team Leader Culture, travel for clients and consultants;</li> <li>• Be responsible for the travel and logistical arrangements for Culture conferences, meetings and training activities; and</li> <li>• Provide support to the HRSD Project Officers/Managers and other staff in the organisation of conferences, meetings and workshops.</li> <li>• Carry out logistics plan- meeting and travel for project staff and participants</li> <li>• Arranges travel for project in line with SPC policies</li> <li>• Organize workshop materials and supplies to be purchased, shipped for training and workshops</li> </ul>   | <ul style="list-style-type: none"> <li>• Satisfactory and timely arrangements of staff travel in accordance with SPC policies and guidelines.</li> <li>• Satisfactory and timely organization of conferences, meetings and workshops.</li> <li>• Positive feedback from clients, partners and member countries that these services are being organised well.</li> </ul>   |

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| <ul style="list-style-type: none"> <li>• Communicate with project participants to organize meetings and or/visits by project team</li> <li>• Make Travel arrangements, input purchase orders in Navision for ticketing and where necessary, make accommodation reservations for official travel and communication with staff accordingly</li> <li>• Assist with budgets for in-country workshops and activities</li> <li>• Support the financial arrangements for conferences, workshops, meetings and training activities and other specific project activities;</li> </ul> |  |
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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.

### Most Challenging Duties Typically Undertaken (Complexity):

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| <p><b>Most challenging duties typically undertaken:</b></p> <ul style="list-style-type: none"> <li>• Satisfying reporting and financial management requirements for SPC and donors.</li> <li>• Ensuring regular communication with countries on related programme and project implementation matters.</li> <li>• Operating across the member states of the SPC and four different locations of the HRSD programmes</li> <li>• Operating across a diverse range of thematic areas including in Gender and Social Inclusion; Youth and Social Inclusion and Culture for Development. This requires multi-disciplinary knowledge and approach.</li> <li>• Organisation of meetings and conferences – with a merged programme there has been an increase in this workload including planning logistics, travel and budgets.</li> <li>• Working across multiple agencies at national, regional and international levels</li> </ul> |
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### Functional Relationships & Relationship Skills:

| Key internal and/or external contacts   | Nature of the contact most typical   |
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| <b>External</b>   |  |
| <ul style="list-style-type: none"> <li>• Senior government officials and focal points for Culture</li> <li>• Non-government Focal Points and Networks for Culture.</li> <li>• Development partners and donor agencies, including regional organisations</li> <li>• Private contractors and consultants</li> <li>• Vendors/Suppliers</li> <li>• Travel Agents</li> <li>• Banking agencies</li> <li>• Friends of Culture</li> </ul> | <ul style="list-style-type: none"> <li>• Liaising, providing information, sending out correspondence, meeting announcement, organising and confirming travel and logistical arrangements, follow up on financial payments</li> <li>• Same as above, in addition to distributing financial reports</li> <li>• Distributing contract information, making payment arrangements; organising and confirming travel</li> <li>• Obtaining quotations, liaising, making payments, following up in service/product</li> </ul> |

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|   | <p>requirements Obtaining itineraries, quotations, following up and changing bookings etc.</p> <ul style="list-style-type: none"> <li>• Following up on payments; obtaining information on telegraphic transfers of funds</li> <li>• Distributing information, invitations, etc.</li> </ul>   |
| <b>Internal</b>   |   |
| <p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• Team Leader Culture for Development</li> <li>• Other HRSD staff – advisers, officers, project staff</li> <li>• SPC Programme and Section Heads</li> <li>• SPC OMD Staff – Administration, Finance, IT, Publications, Interpretation and Translation, Maintenance</li> <li>• SPC DDG (Suva) and (Noumea) Executive Office staff</li> </ul> | <ul style="list-style-type: none"> <li>• Ongoing daily discussions, consultation on day-to-day programme activities, budget management and projections, payment and travel issues, and other activity plans and schedules.</li> <li>• Ongoing activity planning, travel arrangements, budget management and payments</li> <li>• Activity planning in relation to specific workshops, retreats, travel arrangements and payments.</li> <li>• Distribution of meeting and other activity notices on a case-by-case basis</li> <li>• Ongoing daily communications to do with office operational issues; travel; payment issues; arrangements for meetings, workshops etc.</li> <li>• Follow up on high level Executive signature and approval of correspondence, meeting notices etc.</li> </ul> |

#### Level of Delegation:

- The position holder assists with monitoring a project budget of EUR 3 million
- Obtains sign off for approval from the Team Leader
- Does not sign standard letters

#### Personal Specification:

#### Qualifications

| Essential:  | Desirable:   |
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| <ul style="list-style-type: none"> <li>• University degree or Diploma in a related field with 5 consecutive years of relevant culture sector and project management support experience</li> <li>• Excellent communication and demonstrated computer skills</li> </ul> | <ul style="list-style-type: none"> <li>• Working knowledge of culture sector in the Pacific region</li> <li>• Work experience in the Pacific islands region in the areas of culture and the creative industries</li> </ul> |

## Knowledge/Experience

| Essential:   | Desirable:   |
|--|--|
| <ul style="list-style-type: none"> <li>• Demonstrated professional and effective experience in office management and programme administration</li> <li>• Previous experience in project or other major donor administrative and financial procedures and reporting</li> <li>• Excellent financial management and accounting skills</li> <li>• Demonstrated knowledge and ability to organise meetings, special events and to manage unexpected developments with understanding, initiative and adaptability</li> <li>• Demonstrated ability to analyse and resolve problems in the daily operations of the office including financial operations</li> <li>• Ability to work as part of a team and autonomously in a multi-cultural environment</li> <li>• Fluency (both written and spoken) in English is required</li> <li>• Common sense and maturity</li> </ul> | <ul style="list-style-type: none"> <li>• Previous experience in SPC administrative and financial processes</li> <li>• Previous experience in project administration/support</li> <li>• Fluency (both written and spoken) in French is desirable</li> </ul> |

## Key Skills/Attributes/Job Specific Competencies

The following levels would typically be expected for the 100% fully effective level:

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| Expert level      | <ul style="list-style-type: none"> <li>• Working with Culture agencies</li> <li>• Report and general writing skills</li> <li>• Accuracy, attention to detail in administrative and financial activities.</li> <li>• Prioritization and time management</li> </ul>  |
| Advanced level    | <ul style="list-style-type: none"> <li>• Attention to detail with high computer literacy;</li> <li>• Communication and responsiveness to needs of stakeholders;</li> <li>• Planning and organization</li> <li>• Project coordination and management</li> </ul>   |
| Working knowledge | <ul style="list-style-type: none"> <li>• Regional and national policies and frameworks in the area of culture and creative industries</li> <li>• Culture sector issues in the Pacific Island countries.</li> </ul>   |
| Awareness         | <ul style="list-style-type: none"> <li>• Ability to deal with confidential information in a professional manner</li> <li>• SPC policies and procedures;</li> <li>• HRSD Business Plan;</li> <li>• Regional and national policies and frameworks in the areas of culture, human rights, gender mainstreaming and health.</li> </ul> |

## Key Behaviours

All employees are measured against the following Key Behaviours as part of Performance Development:

- Change and Innovation
- Interpersonal Skills
- Teamwork
- Promotion of Equity and Equality
- Judgement
- Building Individual Capacity

## Personal Attributes

- Self-motivated
- Friendly demeanor
- Demonstrated high level commitment to customer service
- Demonstrates cultural and gender sensitivity
- Strong client orientation and continuous improvement attitude
- Strong affinity to teamwork
- Analytical and smart thinking – solution oriented
- High level of professional integrity and ethics
- Positive attitude, excellent interpersonal skills, dependable and honest

### Change to Job Description:

From time to time it may be necessary to consider changes in the job description in response to the changing nature of the work environment - including technological requirements or statutory changes. Such change may be initiated as necessary by SPC. This Job Description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.

## Approved:

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Manager/Supervisor

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Date

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Employee

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Date