



Pacific
Community
Communauté
du Pacifique

JOB DESCRIPTION

Job Title:	Information and Knowledge Management Officer
Work unit:	Climate Change and Environmental Sustainability Programme (CCES)
Location:	SPC Suva, NDC Hub office
Reporting to:	Director CCES
Purpose of role:	The role of the Information and Knowledge Management Officer is to: develop and implement NDC's data, information and knowledge management strategies, policies and systems, and support countries in achieving their NDC goals by providing information and knowledge management support to their NDC activities
Date:	June 2020

Organisation Context:

The **Climate Change and Environmental Sustainability Programme (CCES)** reports to the Deputy Director General. The programme leads and coordinates SPC's Climate Change and Environmental Sustainability actions and extends technical assistance and strategic coordination across the organisation to design and implement climate change adaptation and mitigation projects, in partnership with SPC's members and donors. The programme also provides leadership and coordination of the overall environmental sustainability of SPC's divisions and operations.

CCES' specific objectives include assisting Pacific countries and territories to transit to a low-carbon economy and adapt a number of key national sectors to the effects of climate change, enhancing collaboration with other regional organizations and promoting the Pacific climate change agenda at the international level and providing an effective framework for resource mobilization.

The **Regional Pacific Nationally Determined Contributions Hub** (in the following referred to as "the NDC Hub") aims to address identified needs and priorities of Pacific Island Countries (PICs) to enhance and successfully implement their NDCs. The NDC Hub is a direct outcome of the inaugural Climate Action Pacific Partnership (CAPP) Conference, organized by the Fiji COP23 Presidency on July 3-4 2017 in Suva, Fiji. The concept was further developed at the Partnership Days during pre-COP meetings in October in Nadi, Fiji, and side-events during UNFCCC COP 23 in November 2017. At the NDC Partnership (NDP) high-level event on November 14, 2017, the Hon. Prime Minister of Fiji and President of COP 23 formally launched the NDC Hub.

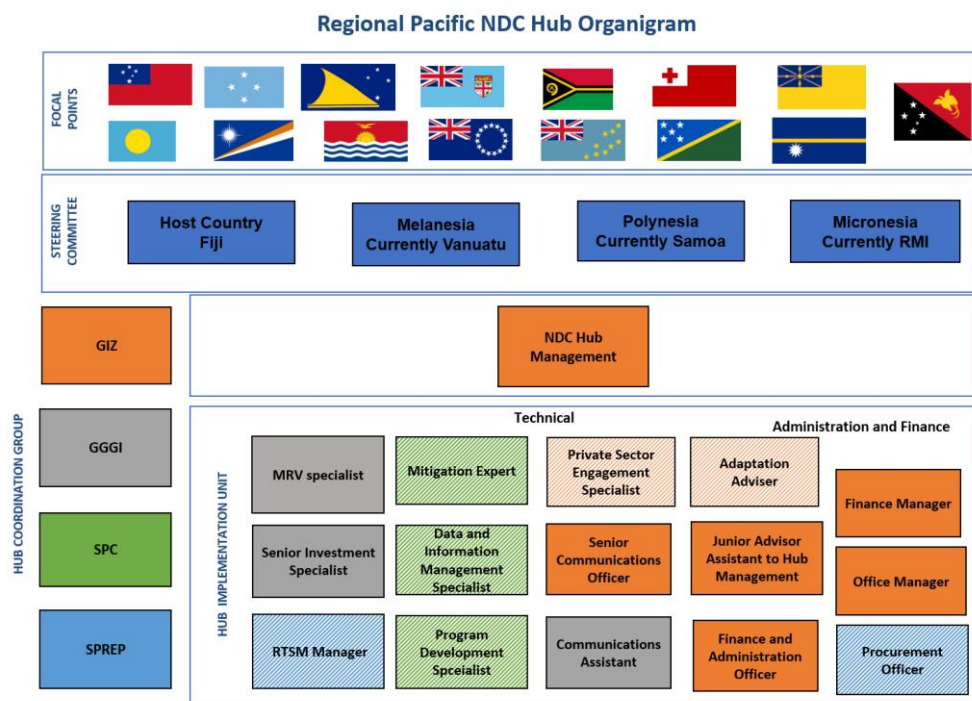
The expected objective of the NDC Hub is that PICs enhance and implement their country's NDC, driving sustainable and resilient development and transitioning to a low carbon development pathway. The NDC Hub will promote partnerships with the private sector for financing and implementation of NDCs in the Pacific Island region. Specific outputs of the NDC hub include:

- **Output 1:** NDCs reviewed and enhanced
- **Output 2:** Roadmaps and investment plans developed to support NDC implementation at the national level informed by lessons and exchanges within the Pacific
- **Output 3:** Finance leveraged to support NDC implementation through improved regional coordination

- **Output 4:** Guidance and technical assistance provided and tools produced to streamline and integrate NDCs into national and regional plans and processes as well as legislation and standards
- **Output 5:** NDC related information, best practices and learning mechanisms easily accessible to national, regional and global audiences

The governance of the NDC Hub is led by a country-owned steering committee; it is guided and supported by a Regional Pacific NDC Hub Coordination Group comprised of 4 NDC Hub partners - The Pacific Community (SPC); The Secretariat of the Pacific Regional Environment Programme (SPREP); The Global Green Growth Institute (GGGI); and the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH.

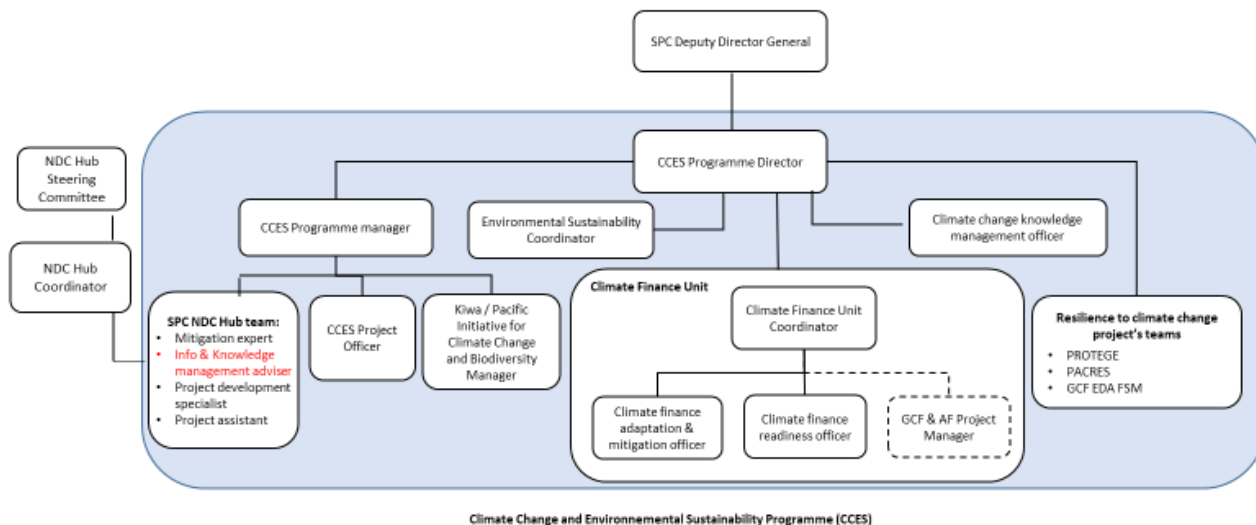
CCES carries the oversight and management of the SPC-led component of the NDC Hub. And CCES Director is the SPC representative on the Hub Coordination Group.



As part of the Pacific regional architecture, the NDC Hub is affiliated to the Pacific Resilience Partnership (PRP), the regional governance mechanism for the FRDP, to strengthen coordination and complementarity of actions to promote low carbon development, with the ambition of reaching net zero emissions and resilient development.

SPC-recruited staff for the positions below will report to the CCES Director) and coordinate their work with the NDC Hub management and the SPC Pacific Data Hub manager.

Under the contractual responsibility of the CCES program Director and in liaison with the NDC Hub management, the Information and Knowledge Management Officer supports the work of the NDC Hub in the area of data, information and knowledge management.



Key Result Areas:

The Information and Knowledge Management Officer will be embedded within the Pacific NDC Hub hosted by SPC Suva, Fiji and will be part of the NDC Hub core team of staff, led by the Hub Management. The Officer will report both to the CCES Director (administratively) and work in close coordination with the NDC Hub management and the SPC Pacific Data Hub manager. The Officer will work closely with the SPC's Pacific Data Hub team and the team's manager.

The Officer is in charge of developing substantive inputs and analyses to the development and delivery of technical assistance and capacity-building in the area of **data, information and knowledge management**, including **activities at both regional and at country level** and as per the needs of the participating countries expressed to the NDC Hub.

Key responsibilities of the role include:

1. Organize and carry out activities responding to regional and country specific and expressed needs in the areas of data, information and knowledge management
2. Enhance the sharing, peer learning and linkages to national and regional information and knowledge management systems and tools, in particular drawing upon the work already undertaken by SPC in consolidating data and knowledge through the Pacific Data Hub (with links to various portals and data sets such as the Pacific Regional Data Repository, the Ocean Portal, etc.)
3. Facilitate the access of NDC data from countries to NDC Hub partners, to support partners in implementing NDC activities in countries

In carrying out their work, the officer should ensure all activities are carried out in a gender-sensitive manner, with a respect for human rights and ensuring environmental sustainability in line with SPC SER Policy.

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

Jobholder is accountable for	Jobholder is successful when
<p>KRA 1: Successfully design and manage implementation of the NDC's IKM processes and systems (15%)</p> <ul style="list-style-type: none"> • Conduct IKM need assessment of the NDC programme: <ul style="list-style-type: none"> ▪ Define the needs for management of data/information/knowledge in NDC project ▪ Design data/information/knowledge management systems, processes and roles ▪ Define the types of files/data/information that will be produced ▪ Conduct system requirements analysis of the data/information/knowledge sharing system ▪ Define the roles that participate in the data/information/knowledge sharing process • Provide recommendations for how the Pacific Data Hub (PDH) is to be utilized in the process (in liaison with PDH team) • Describe enhancements of the PDH that need to be put in place for the IKM system to be functional (in liaison with PDH team) • Draft data governance requirements • Manage data governance ROIs (RFPs) for the initial data governance policy development • Recommend training programs for use of NDC's IKM platform • Document training platform 	<ul style="list-style-type: none"> • Complete needs assessment • Complete data governance requirements • Initial data governance set of policies developed • Training requirements prescribed, substantial portion of training material created and documented
<p>KRA 2: Ensure that NDC's data, information and knowledge management requirements are fully supported and constantly improved (50%)</p> <ul style="list-style-type: none"> • Keep IKM documentation up to date • Ensure functionality of the IKM systems and processes • Report on the performance of IKM processes and systems • Work on promotion of the IKM within the NDC team and NDC stakeholders, overseen by the Hub's Senior Communications Officer and NDC Hub management. • Liaise with the NDC Hub's Senior Communications Officer on the content of information presented on the NDC web site • Innovate – envision and liaise with PDH team on creation of new features that would enhance IKM processes • Enhance the sharing, peer learning and linkages to national and regional information and knowledge management systems and tools, in particular drawing upon the work already undertaken by SPC in consolidating data and knowledge through the Pacific Data Hub (with links to various portals and data sets 	<ul style="list-style-type: none"> • IKM needs of the NDC programme are recognised and managed • Programme documentation is up to date and available to the NDC team and the stakeholders • Regional activities have been identified and planned • Promotion activities are planned and implemented • NDC's IKM processes and systems and constantly renewed and improved • Training activities have been conducted as per the agreed work plan • Reporting of IKM activities and achievements is as per the agreed work plan

<p>such as the Pacific Regional Data Repository, the Ocean Portal, etc.)</p> <ul style="list-style-type: none"> • Organize and provide training on information and knowledge management • Feed into the NDC Hub review of policies, gap analysis, implementation roadmaps, investment plans, legal/regulatory frameworks with regard to data, information and knowledge management • Contribute to the NDC Hub reporting of activities, communication of results, and sharing of lessons learned • Collaborate fully with other NDC Hub partners (GGGI, SPREP, GIZ) and other partners (UNDP, NDC Partnership to ensure integrated, efficient and coherent delivery of activities • Advise the NDC Hub Coordinator with evidence and data driven substantive inputs and analysis • Ensure linkages between national data collection & management and the regional data & information efforts, including the SPC Pacific Data Hub, the SPC Energy Pacific Regional Data Repository, the SPREP Climate Change Portal and other regional data hubs. • Advise SPC/CCES and the NDC Hub on opportunities to strengthen regional data, information & knowledge management initiatives • Support the NDC Hub and SPC in strengthening existing regional data platforms to respond to NDC related information needs. • Support the creation of science-based regional knowledge tools to inform NDC review, update and implementation, drawing upon national and regional data repositories • Participate in creation of indicators, measures and evaluation techniques to track progress of NDC goals • Document success of the IKM platform for the purpose of dissemination of learnings • Ensure relevant data is decommissioned as per the data governance policies prescribed 	
<p>KRA 3: Provide IKM support to countries (35%)</p> <ul style="list-style-type: none"> • Support the strengthening of national data repositories and information management tools and systems • Identify opportunities for regional activities to support needs expressed by one or more Pacific countries • Perform data collection and analysis when requested by the countries • Provide strategic advice and expertise to the 14 Pacific island countries in supporting their collection and management of data, information and knowledge. • Organize and carry out activities responding to regional and country specific and expressed 	<ul style="list-style-type: none"> • Pacific countries have their data, information and knowledge management needs fully expressed in implementable activities • Work-plan activities responding to the country needs are implemented successfully • Ad-hoc countries requests are responded to in a professional and timely manner

needs in the areas of data, information and knowledge management <ul style="list-style-type: none"> • Promote NDC Hub's dialogue with countries, partners and financing institutions 	
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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.

Most challenging duties typically undertaken:

The major challenge of this position is to work closely and in a coordinated way with the four NDC Hub partners, the 14 eligible Pacific Countries, and the relevant SPC divisions. While mobilizing strong technical expertise, this will imply proactive engagement, as well as developing new and strengthening existing relationships.

Specific challenges include:

- Being familiar and updated with the UNFCCC data, information, and knowledge management terminology, discussions, challenges and requirements
- Having a sound knowledge of the Pacific region development context (incl. environmental & social issues)
- Having excellent capacities in the science of data and information and in the systems of information & knowledge management
- Working within a small team and reporting administratively and operationally to two supervisors
- Frequency and complexity of travel in the Pacific: time, logistical and personal constraints
- Providing high quality and convincing briefing, technical advice and reports
- Understanding the cultures within the Pacific region

Functional Relationships & Relationship Skills:

Key internal and/or external contacts	Nature of the contact most typical
External Key external contacts are: <ul style="list-style-type: none"> • NDC Hub partners: GGGI, SPREP, GIZ • Collaborating partners of the NDC Hub, including the UNDP, IRENA, and NDC Partnership. • Representatives of the 14 Pacific Countries, mainly NDC Hub focal points and their designated counterparts in terms of data, information and knowledge management • Other external partners managing data sets and information systems 	The Officer will work closely with all the external contacts to ensure activities are identified, developed, designed and implemented within the specified timeframes. The Officer shall always find the best approach between: <ul style="list-style-type: none"> - Emails: requests / sending in forms – daily collaboration - Telephone / Skype: when no written record is needed and it is more efficient than email - Direct exchanges on site with staff based in Noumea and other partners - Participation in meeting and seminars
Internal Key internal contacts are: <ul style="list-style-type: none"> • When appropriate, Director of CCES and all members of CCES incl. the Climate Finance Unit team & the Environmental Sustainability Coordinator 	The Officer will work closely with all the internal contacts to ensure activities are identified, developed, designed and implemented within the specified timeframes. The Officer will also provide briefing notes and responses to all relevant internal contacts when appropriate.

<ul style="list-style-type: none"> • All SPC divisions and units, in particular the PDH and GEM • All SPC Corporate Services <p>Key internal contacts also are:</p> <ul style="list-style-type: none"> • Other staff of the NDC Hub • NDC Hub coordinator 	<p>The Officer shall always find the best approach between:</p> <ul style="list-style-type: none"> - Emailing requests / sending in forms – daily collaboration - Telephone / Skype: when no written record is needed and it is more efficient than email - Direct exchanges on site with staff based in Noumea and other partners - Participation in meeting and seminars
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Level of Delegation:

The position holder

- Can send standard emails in his/her area of work to countries' designated officers.
- In coordination with the NDC Hub finance and admin officer and the SPC CCES Director, manage activity budgets.

Person Specification:

This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what the current position holder has.) This may be a combination of knowledge / experience, qualifications or equivalent level of learning through experience or key skills, attributes or job specific competencies.

Qualifications

Essential:	Desirable:
<ul style="list-style-type: none"> • Specialized degree in communications, public relations or related field 	<ul style="list-style-type: none"> • A master's degree in communications, public relations or related field • Project management certification • Qualification in data systems and management

Knowledge/Experience

<ul style="list-style-type: none"> • At least 5 years relevant experience in information and knowledge governance, management, sharing and learning, preferably within the Pacific Island region • Experience in day-to-day engagement with Government ministries and agencies • Experience in engaging with other stakeholders (private sector, NGOs, development partners, etc.) • Demonstrated ability to build and strengthen partnerships • Demonstrated ability to provide guidance on data, information and knowledge management strengthening • Strong technical advisory, analytical and problem-solving skills relating to data, information and knowledge management preferably in a sector of direct relevance to NDCs (e.g. energy, transport, climate change) • Experience in organizing consultations, validation meetings, workshops and capacity building events at the national and regional level 	<ul style="list-style-type: none"> • Experience in all phases of the project cycle • Experience in assisting in policy development and strategic planning, evidence-based decision-making, research and analysis and project design • Overall understanding of the concept of climate change mitigation and vulnerability in the context of small island developing countries • A proactive and positive team player able to work effectively in a multicultural environment, with great initiative, willing to lend a hand in a broad range of tasks to support the NDC Hub team in achieving their goals. • Sound knowledge of the Pacific context incl. regional institutional landscape, climate change and sustainable development governance. • Sound knowledge of UNFCCC data, information and knowledge management issues.
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<ul style="list-style-type: none"> • Demonstrated excellent oral and written communications skills in English are essential as well as excellent team building and interpersonal skills • Demonstrated competence in being well organized, works effectively under minimal supervision, able to multi-task, and effectively meet deadlines on multiple, and sometimes urgent requests for support. 	<ul style="list-style-type: none"> • Experience in delivering national-level technical assistance on data, information, and knowledge management
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Key Skills/Attributes/Job Specific Competencies

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

Expert level	<ul style="list-style-type: none"> • Aptitude for the provision of high-quality service • Skills in data, information and knowledge systems • Excellent analytical skills
Advanced level	<ul style="list-style-type: none"> • Knowledge of Climate change mitigation • Good understanding of the development cooperation context and key stakeholders in the Pacific • Demonstrated work in multicultural environments. • Demonstrated ability to take initiative and work without supervision. • Ability to work as part of a small team, with a high level of interpersonal skills. • Flexible approach and demonstrated ability to meet deadlines
Working knowledge	<ul style="list-style-type: none"> • Gender equality and equity • Social and environmental safeguards
Awareness	<ul style="list-style-type: none"> • Ability to deal with confidential information in a professional manner • NDC and UNFCCC context

Key Behaviours

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

- Commitment/ Personal Accountability
- Professional/Technical Expertise
- Teamwork
- Customer Focus
- Effective Communications & Relationships
- Leadership

Personal Attributes

- High level of professional integrity and ethics
- Friendly demeanor
- Demonstrated high level commitment to customer service

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.