



Pacific
Community
Communauté
du Pacifique

JOB DESCRIPTION

Job Title:	Deputy Director General - Operations and Integration
Division/Programme and Section/Project (if any):	Executive Office – Noumea
Location:	Noumea
Reporting to:	Director-General
Number of Direct Reports:	Up to 9 direct reports and up to 200 in total
Purpose of Role:	<p>Operations:</p> <p>Provide executive leadership and management for the Operations and Management Directorate. The Operations and Management Directorate provides the following support services: finance, human resources, IT, publications, property & facilities management, translation and interpretation, legal services, travel, library and administration.</p> <p>Provide executive leadership and management for all regional offices based outside of the Noumea headquarters and the Suva campus.</p> <p>General Counsel:</p> <p>Lead SPC's internal legal functions, and internal regulatory and governance framework.</p> <p>Integration and Resource Mobilisation:</p> <p>Provide executive leadership and management for the Integration and Resource Mobilisation support team.</p> <p>Facilitate coordinated Country and Integrated programming across SPC, including support to Divisions and programs with resource mobilisation efforts.</p> <p>Lead the development of the ongoing multi-year partnerships with SPC's key institutional donors, France, Australia and New Zealand, including providing strategic foresight and advice.</p> <p>Cultivate stronger engagement and closer collaboration between SPC and its development partners, which contributes to SPC's resource mobilization efforts and enhances the relevance and effectiveness of SPC's work</p> <p>Other:</p> <p>Represent the Director-General at high levels in New Caledonia and in regional and international fora.</p> <p>Work collaboratively with the Executive and Senior Leadership Team in all SPC locations to achieve SPC's strategic objectives and implement operational policies and organisational change.</p>
Date:	September 2022

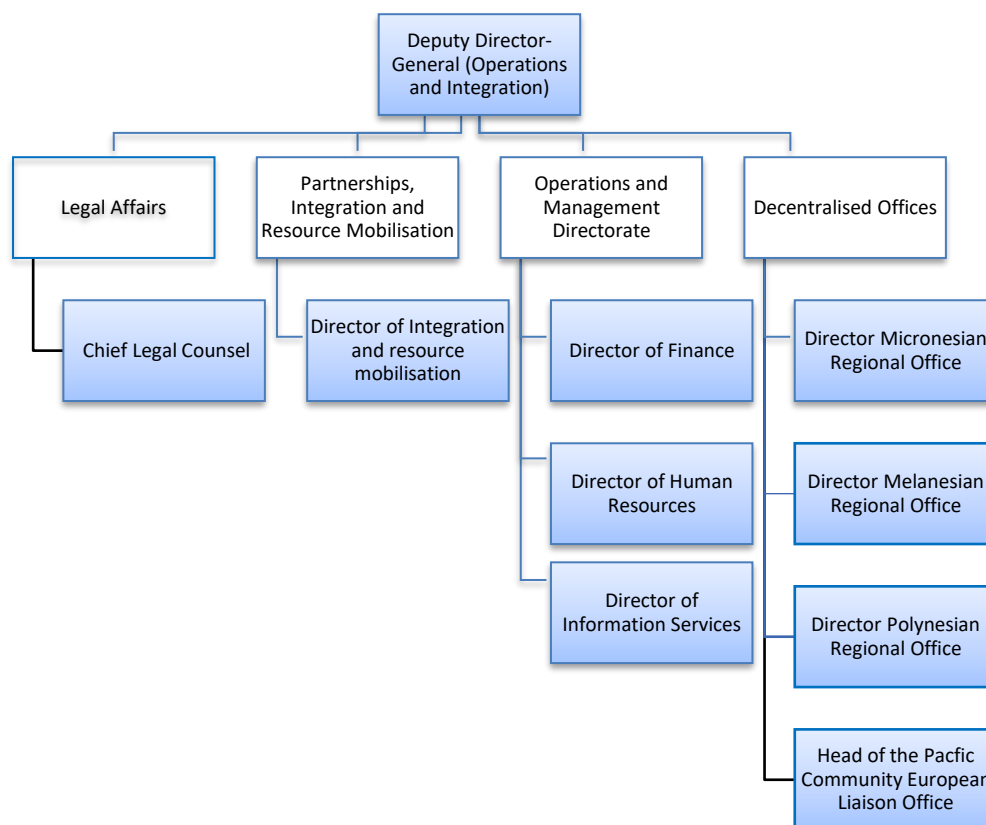
Organizational Context and Organization Chart

The Deputy Director-General Operations and Integration (DDG O&I) provides executive-level leadership and management to the organisation's Operations and Management Directorate (OMD) across all locations, SPC's Regional Offices and the Integration and Resource Mobilisation team.

The DDG O&I also holds executive responsibility for SPC's multi-year partnerships with Australia, New Zealand and France, and is the executive focal point for SPC's francophone members (France, French Polynesia, New Caledonia and Wallis and Futuna), the United States of America and the European Union's OCT office.

The DDG O&I has a critical role in ensuring OMD is focused on improving the effectiveness of systems, policies and management to provide high-quality customer-oriented services and enabling operational compliance. The DDG O&I also leads and manages the governance and legal support to the organisation.

The DDG O&I is responsible for the development of coordinated Country and Integrated Programming across SPC, supporting the development of cross cutting and integrated programs and projects to meet the needs of the region, in close collaboration with the DDG Science and Capability to ensure SPC's science capability is deployed to achieve maximal impact for Members and Donors.



Key Result Areas (KRAs):

The position of DDG O&I encompasses the following major functions (or Key Result Areas):

- Provide executive leadership and management to the Operations and Management Directorate in all locations.
- Provide executive leadership and management for all regional offices.
- Provide executive leadership and management for the Integration and Resource Mobilisation support team.
- Within delegated authority as approved by the Director General, represent the Director-General in relations with the Government of New Caledonia and France as hosts of the headquarters.
- Represent the Director-General, as required, at high levels in bilateral relationships with members and partners, and regional and international fora, including the French speaking countries and territories.
- Integrated and Country Programming – Lead and contribute to cross-divisional and regional integration efforts to ensure that SPC is well placed to respond to member articulated needs through multisectoral approaches.

- Resource mobilisation- Ensure proactive engagement and support for resource mobilisation efforts across SPC, leading to diversified and strengthened donor base.
- Lead SPC's internal legal functions, and internal regulatory and governance framework.
- Proactively support the Director-General in leading organisational improvement and change management.
- Responsible at executive level for financial management, managing organisational risks and security issues.
- Responsible at executive level for workplace health and safety.
- Collaborate to achieve a united organisational culture of compliance with operational policies and legal requirements.

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

Jobholder is accountable for	Jobholder is successful when
<ul style="list-style-type: none"> • Leadership, coordination and management: • Provide executive leadership and management to the Operations and Management Directorate in all locations. • Provide executive leadership and management for all regional offices • Provide executive leadership and management for the Integration and Resource Mobilisation support team. 	<ul style="list-style-type: none"> • Provided leadership and management to teams across OMD, Regional Offices and the Integration and Resource Mobilisation functions. • All functions and regional offices contribute to the effective and efficient delivery of services to the Organisation and its members. • Contributed effectively to the executive and senior leadership team. • Overseen the management of the SPC's operations, including budgetary expenditure and staff recruitment, management and development.
<ul style="list-style-type: none"> • Within delegated authority as approved by the Director General, represent the Director-General in relations with the Government of New Caledonia and France as hosts of the headquarters. • Represent the Director-General, as required, at high levels in bilateral relationships with members and partners, and regional and international fora, including the French speaking countries and territories. 	<ul style="list-style-type: none"> • SPC's multi-year partnerships with Australia, New Zealand and other partners are serviced to an appropriate standard and quality. • There is demonstrated evidence of strengthened relations with Australia, New Zealand and other partners, such as increased core funding support and closer collaboration • Engagement at all levels of the organisation is being guided by the arrangements set out in Partnership agreements • The DG is represented at relevant fora when required. • DG is supported in consultations at the highest levels. • DG is supported with preparation of papers for CRGA and Conference, and with related logistics.
<ul style="list-style-type: none"> • Integrated and Country Programming – Lead and contribute (in close collaboration with SPC's Strategy, Performance and Learning team (SPL)) to cross-divisional and regional integration efforts to ensure that SPC is well placed to respond to member articulated needs through multisectoral approaches • Resource mobilisation: Ensure proactive engagement and support for resource mobilisation efforts across SPC, leading to diversified and strengthened donor base. 	<ul style="list-style-type: none"> • Country programming is actively progressed and regularly updated through active co-design with member countries • Collaboration across divisions is facilitated to support delivery of integrated programs across disciplinary and structural boundaries • Resources are mobilised to support new programs, and diversify SPC's donor base through proactive and targeted efforts.

<ul style="list-style-type: none"> Lead SPC's internal legal functions, and regulatory/governance frameworks. 	<ul style="list-style-type: none"> SPC's regulatory framework is strengthened through improved documentation, as well as increased education, communication and understanding. Instruments of delegations are updated and legal advice is provided on critical issues of organizational importance. Dispute resolution and litigation is appropriately managed. Oversee the administrative organisation of SPC's governing body meetings, i.e. the Conference of the Pacific Community and the Committee of Representatives of Governments and Administrations (CRGA). Support the work of the Audit and Risk Committee and SPC's corporate auditors.
<ul style="list-style-type: none"> Proactively support the Director-General in leading organisational improvement and change management. 	<ul style="list-style-type: none"> Support the Director-General in the development and implementation of organisational policy. Lead and manage continuous improvement and reform across SPC to maximise efficiency and effectiveness, particularly in strengthening and modernising the administration, finance and human resources functions to optimise performance. Lead continuous improvement of organisational policies, regulations, rules and systems.
<ul style="list-style-type: none"> Responsible at executive level for financial management, managing organisational risks and security issues. 	<ul style="list-style-type: none"> Lead the development and compilation of SPC's annual budget and financial monitoring and reporting to the senior management team and monthly executive meetings. Support Division Directors, SPL in developing financial reports for donors and members. Ensure the protection, inventory control and safe custody of SPC's assets and property.
<ul style="list-style-type: none"> Responsible at executive level for workplace health and safety. 	<ul style="list-style-type: none"> Implement policies and procedures to support the health and safety of staff
<ul style="list-style-type: none"> Collaborate to achieve a united organisational culture and compliance with operational policies and legal requirements. 	<ul style="list-style-type: none"> Lead development of OMD's business plan to enhance service delivery and organisational performance. Implement performance management tools to monitor the performance of each of the OMD departments
<ul style="list-style-type: none"> Other duties as required 	<ul style="list-style-type: none"> Completion of all tasks assigned

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):

- Providing organisational strategic leadership as part of the Executive and Senior Leadership Team in an organisation across multiple locations, while maintaining a single organisational culture.
- Coordinate the development and resource mobilisation of large scale integrated programs deploying SPC's scientific and technical capabilities to meet defined member needs.
- Managing finance, contributing to ensure sustainable funding and managing the legal environment
- Assisting the organisation through periods of significant change.
- Maintaining SPC's host country (New Caledonia and France) relationship when negotiating issues of sensitivity around the host country agreement.

- Engaging with senior representatives of member countries and territories on behalf of the Director-General.
- Engaging with external stakeholders, including donor partners, member states, and regional and international agencies on difficult issues.

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"> • CRGA and Conference member representatives • Member states and territories • Members of the SPC Audit and Risk Committee • Diplomatic community • Host country officials and bodies • Regional agencies • International agencies • Development partners, donors and other relevant external stakeholders • Media 	<ul style="list-style-type: none"> • Meetings with heads of government and ministers to brief on SPC policy, programmes and projects. • Convening and chairing meetings; participating in meetings and follow-up on agreed actions. • Seeking views on changes in policy and priorities. • Representing the Director-General at meetings, conventions, seminars. • Negotiations
Internal Key internal contacts are: <ul style="list-style-type: none"> • Director-General • Deputy Director-General Science and Capability • Direct reports • Other members of the Senior Leadership Team • All other staff 	<ul style="list-style-type: none"> • Meetings with the Director-General and other members of the Senior Leadership Team to provide advice and support on sensitive policy and operational issues. • Convening and chairing meetings with staff. • Providing leadership to staff, including when implementing organisation-wide policy and operational issues. • Briefing and reporting on meetings. • Recruitment, staffing issues, administration, IT, financial and budgetary issues.

Level of Delegation:

To carry out the functions and responsibilities as authorised under delegation from the Director-General and outlined in the SPC Instrument of Delegations and Authorisations.

Personal Specification:

Qualifications

Essential:	Desirable:
<ul style="list-style-type: none"> • Post-graduate qualification in a relevant discipline (e.g. Science, economics, law, development studies, business, public administration, organisational development,). 	<ul style="list-style-type: none"> • Master degree or higher in a relevant discipline (e.g. Science, economics, law, development studies, business, public administration, organisational development,).

Knowledge/Experience

Essential:	Desirable:
<ul style="list-style-type: none">• Excellent leadership and management skills, including demonstrated general management, people management and financial management skills.• Extensive experience at an executive or senior management level that includes at least 10 years working at an international level.• Very strong analytical and conceptual skills.• Excellent communication and negotiation skills.• Demonstrated ability to implement organisational change in a complex environment.• Familiarity with donor agencies and their requirements, and demonstrated resource mobilisation skills.• Ability to work well in a multi-cultural and gender-sensitive environment.	<ul style="list-style-type: none">• Experience in a development organisation.• Fully bilingual English/French• Extensive knowledge of the socio-economic and socio-political situation in the Pacific island countries and territories and in SPC's metropolitan and member countries and major donors.

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">• Strategic and operational planning and management• Interpersonal and people management skills• Negotiation skills• Organisational management skills, including in finance
Advanced level	<ul style="list-style-type: none">• Diplomatic skills• Professional expertise in any of the fields in which SPC works• Communication skills in English and French• Ability to work in a multicultural, multi-ethnic environment• Development programme design and implementation knowledge and skills
Working knowledge	<ul style="list-style-type: none">• Economic, social and political issues in the region.• SPC's policies and procedures

Key Behaviors

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

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

Personal Attributes

- Ability to think strategically
- Ability to operate in a political environment
- Ability to analyse situations and make sound decisions even when information is imperfect
- Ability to handle conflicts between staff
- Diplomatic skills and tact
- Respect for SPC corporate values
- Resilience
- 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.