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|   |  | **JOB DESCRIPTION** |

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| Job Title:  | Executive Office Manager |
| Work Unit: | Executive Office, DG |
| Responsible To: | Director General, SPC |
| Responsible For: | N/A |
| Job Purpose: | The Executive Office Manager is a key role in the Director General Office. The role coordinates the work of the Executive office and Senior Management Team and is responsible for the overall management of the Executive Director General Office. The Executive Office Manager is expected to manage the daily activities of the office and liaise with all internal and external clients, ensuring a professional level of service and support to the Director-General and the Deputy Director-General (Noumea). The role will work under direct supervision of the Director General and in close collaboration with the senior leadership team for Divisions, Projects and Programme Support. |
| Date: | August 2021 |

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| **Organisation Context** |

The Director-General, based at headquarters in Noumea, is the chief executive officer of SPC and is fully responsible for the management of the organisation. A small executive team supports the Director-General, with two Deputy Director-Generals, one DDG Operations and Integration (Noumea) and one DDG Science and Capability (Suva).

The SPC Executive Office in Noumea is the focal point of contact for the organisation. An extensive amount of confidential correspondence and information passes through the office via the position of Executive Office Manager. The position is called upon to interact with a wide variety of high-profile people including:

* representatives of governments and administrations and members of the governing body of SPC;
* heads and representatives of other regional and international organisations;
* heads of SPC’s divisions, programmes and sections; and
* any staff member who wishes to discuss any matter or issue with the Director-General.

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| **Key Result Areas:** |

***The requirements in the above Key Result Areas are broadly identified below.***

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| **Jobholder is accountable for**  | **Jobholder is successful when** |
| Manage daily activities of the Executive Office (90%)* Managing the daily operations of the SPC Executive Office and acting as the focal point for information concerning Executive Office activities.
* Providing administrative and secretarial support to the Director-General and other members of the Executive Office, screening and redirecting inquiries where appropriate.
* Monitoring incoming requests to the Executive Office and ensuring a trackable system of necessary responses. This should be as automated and streamlined as possible to allow performance measurement of response times.
* Drafting routine correspondence, which may include undertaking desk or file research as required.
* Maintaining a calendar of appointments, meetings, travel missions and other events for members of the Executive Office, and implementing all associated organisational arrangements, including the provision of briefs.
* Managing all official correspondence to SPC member countries and territories, including circulars, recruitment notices and meeting announcements.
* Working closely with Chief Adviser in servicing the meetings of CRGA and Conference.

Other duties as required (10%)* Coordination and support to work of the ARC i.e.
* Arrange meetings within member countries when DG visits and liaise with official contacts on DG’s programme when incountry.
* Arrange programme of visits for consultants and high‐level dignitaries when requested.
* Perform other duties as required by DG and members of the Executive Office.
 | * Controlling correspondence and office records using computerised, modern office systems.
* Examining and recording incoming papers and correspondence and determining required action, including proper handling of the confidential correspondence and information that regularly pass through the office.
* Ensuring smooth communication flow to and from the Executive Office with internal and external clients, with a particular focus on the link between Noumea headquarters and the Suva, Pohnpei & Port Vila Regional offices.
* Coordinating the flow of meeting documents with Publications, Translation and Printery and finalising documents for dissemination to member countries within appointed timeframe.
* Preparation of letters of invite to member countries, CROP and development partners.Follow‐up on all of the above in liaison with official contacts in member countries.
* Assisting country participants in responding to their needs when attending above meetings
* Manage official functions during CRGA and Conference meetings in collaboration with Events Assistant.
* Manage DG’s official functions at headquarters in collaboration with Events Assistant.
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**Note**

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

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| **Work Complexity** |

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| * Supporting the Director General’s office, in terms of administrative & secretarial operations, time management, planning & relationship management.
* Strong understanding of the dynamics of Pacific Island government and development partner relationships.
* Discretion and demonstrated ability to facilitate an effective liaison between the Director-General and other constituencies.
* Interactions with high level officials, heads of ministries or ministerial offices in SPC members when needed.
* Strong effective and efficient organisation skills of high level Meetings & Events.
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| **Functional Relationships & Relationship Skills** |

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| **Key internal and/or external contacts** |  **Nature of the contact most typical** |
| **External*** Professional associations
* Chair of Conference, Pacific Leaders, Ministers, Consulates
* CROP Agencies and other key regional stakeholders
* European Union, MFAT, DFAT delegations and other similar external delegations
* Service providers (catering etc…)
 | * Cooperation and collegial working relationship
* Timeliness in responses
* Respect and trust
* Organisation
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| **Internal*** Director General
* Members of Senior Leadership team
* Principle Advisors of Deputy Directors General
* SPC staff members
 | * Cooperation and collegial working relationship
* Timeliness in responses
* Respect and trust
* Organisation
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| **Level of Delegation** |

**N/A**

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| **Person Specification** |

###### Qualifications

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| Essential:  | Desirable:  |
| • A tertiary qualification in Business Administration or related fields or equivalent experience | • A Bachelor degree in Business Administration or related fields  |

**Knowledge / Experience**

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| Essential:  | Desirable:  |
| * 14-15 years of experience with a minimum of 5 years in managing an executive office at tertiary qualification level

Or20 years of experience with a minimum of 10 years in managing an executive office at equivalent experience* Demonstrated ability to analyse and resolve problems in the daily operations of an executive office
* Ability to prioritise work schedules and meet strict commitments and deadlines
* Writing skills
* Excellent knowledge of and experience with computers and modern systems of communication
* Fully developed public relations skills
* Fluency in both French and English
 | * Sound knowledge of the Pacific region and Pacific protocols
* Experience in managing an executive office in an organisation of the nature and size of SPC
* Knowledge of the functions and operations of SPC, or the ability to acquire them
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**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 | * Able to manage all Administrative & secretarial matters efficiently
* High sense of organisation and prioritization
* Time management
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| Advanced level | * Make decision on timely basis and have flexible approach
* Excellent Interpersonal and communication skills
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| Working Knowledge | * Knowledge of SPC policies and procedures
* Well versed with the procurements rules and principles
* Financial/Administration systems software
* Using data and information management systems
* TMS and Navision Jobs Module
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###### 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**

* Able to undertake duties and responsibilities in a timely manner
* Able to work without supervision
* Able to learn new ideas and processes quickly
* Able to show initiative and work in a multi-cultural environment
* Be a good team player

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| **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 our work environment – including technological requirements or statutory changes. Such change may be initiated as necessary by the Director Corporate Services. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle.