



JOB DESCRIPTION

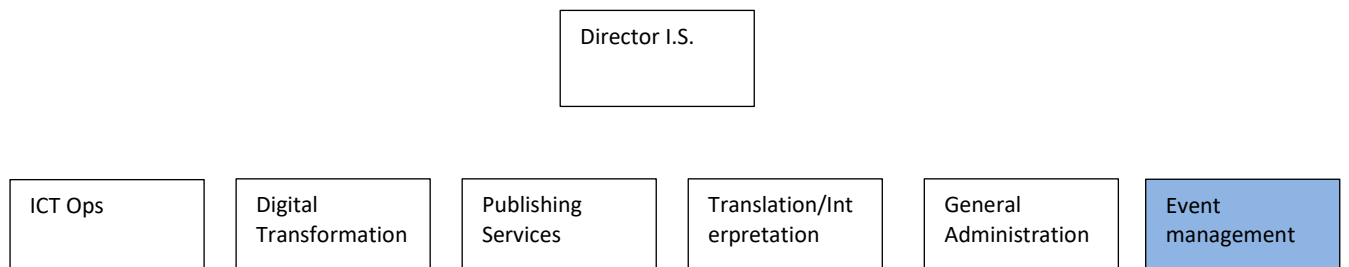
Job Title:	Events and Protocol Lead
Division/Programme:	Information Services
Location:	Noumea, New Caledonia
Reporting to:	<i>Director of Information Services</i>
Number of Direct Reports:	Up to 3 Event Management Staff
Purpose of Role:	Manage the delivery of high-quality events, related services, and protocol support to SPC as well as external partners and clients.
Date:	April 2024

Organizational Context and Organization Chart

As an intergovernmental organisation, the Pacific Community (SPC)'s core business includes the organisation of regional and international meetings and conferences that bring together stakeholders and experts from across the Pacific, including representatives of member countries and territories or development partners, ambassadors, senior officials and ministers.

SPC is known for its distinctive facilities and its ability to host and organize high-level conferences and events. SPC's conferences and events also attract the attention of public interest groups and the media, providing an opportunity to showcase SPC's technical and scientific capabilities and impact.

The Information Services Division provides a comprehensive array of support services critical for the effective execution of events including advanced audio and ICT support, logistics, professional interpretation and translation, rapporteuring, and other event management solutions. The Information Services Division's commitment to excellence supports its goal to ensure each event not only meets but exceeds the expectations of its distinguished attendees, and makes every SPC event a noteworthy and impactful occasion.



Key Result Areas (KRAs):

The position of Events and Protocol Lead covers the following major areas:

- **Manage and coordinate the arrangement and successful delivery of SPC and external clients event services (40%):**
- **Continuous improvement of SPC's event services (15%)**
- **Provision of protocol guidance and assistance (20%):**
- **Establish and manage external relationship with contractors and partners (10%):**
- **People Management (15%)**

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

Jobholder is accountable for	Jobholder is successful when
<p>Manage and coordinate the successful delivery of SPC events services (40 %)</p> <ul style="list-style-type: none"> • Overall responsibility for the successful delivery of event services includes: <ul style="list-style-type: none"> ○ Coordinate events hosted on SPC premises in Noumea and Suva, ○ Support high-level (Ministerial level) events hosted in facilities outside of SPC in support of SPC programmes. ○ Serve as a primary point of contact for event services ○ Facilitate event service through assessing event requirements ○ Planning and project management for event delivery ○ Manage event registration platform for participants • Oversee financial management of events: <ul style="list-style-type: none"> ○ Quotes and payment for rental of SPC facilities (with support from the SPC finance team). ○ Cost recovery for use of SPC facilities ○ Oversee costs associated with improving event facilities, technology and assess reinvestment opportunities with the help of ICT and Facilities managements. • Coordination of logistics in support of the event: <ul style="list-style-type: none"> ○ Ensure sufficient staffing for event operations and support ○ Work closely with Interpretation and translation services ○ Preparation of event materials (supported by the Publications Team) 	<ul style="list-style-type: none"> • Event stakeholders are satisfied with events organized by SPC. • Event Stakeholders' expectations are managed well, and they understand timelines, constraints, and what is needed from them to make events successful. • Support services are well-coordinated, engaged, and not overstretched • The costs of I.S. services (ICT, Audio, Interpretations services, etc) for events organized for external parties are recovered • Divisions feel well-supported in planning, organising and promoting their events. • Ensure all event services are booked and delivered on time and at the desired quality levels. • Event delivery is adaptable when needed • Attendees are safe and adhere to SPC's insurance policies. • Ensure the premises are clean and ready prior to and following the event.

<ul style="list-style-type: none"> ○ Rapporteur (supported by the Publications Team) ○ Use of fixed and mobile conferencing equipment, including room equipment, and interpretation and broadcasting equipment (supported by the ICT Team) ○ Guide users by providing resource solutions for digital meetings such as broadcasting, remote interpretation, and meeting recording (Supported by the ICT Team) ○ Assessment of external locations / site surveys (space, services, connectivity) (supported by the ICT Team) ○ Facilitate shipping of equipment (supported by the General Admin Team and the Legal Team for application of SPC's Privileges and immunities) ○ Coordinate and organize event catering ○ Work closely with the Travel Team and the Legal Team for application of SPC's Privileges and immunities ○ Facilitate procurement of goods and services (supported by the Procurement Team and the Legal Team for application of SPC's Privileges and immunities) ○ Set-up and breakdown (supported by the Facilities Team or external facilities managers) 	
<p>Continuous improvement of SPC's event services (15%)</p> <ul style="list-style-type: none"> ● Monitor the quality and efficiency of SPC events to identify opportunities for investment and improvements. ● Proactively work with teams across SPC to improve the facilities, protocol, equipment, processes, and technology that are used to facilitate events. ● Propose and develop standard guidelines for the management of SPC events in order to improve the coordination of SPC events across all divisions ● Develop general terms and conditions or, where appropriate, contracts with external clients using SPC premises to organise their events, ● Ensure that SPC has adequate insurance cover for the risks associated with events ● Stay abreast of emerging event technology and practices, and leverage them effectively to support high quality events. 	
<p>Provision of protocol guidance and assistance (20%)</p>	

<ul style="list-style-type: none"> • Ensure that high-level events follow diplomatic and international protocols and SPC's governance procedures. This includes the arrival of officials, arrangement for flags, greetings, seating plan and photo arrangements and other related aspects. • Undertake research and prepare briefs, information, and related documents to ensure relevant diplomatic and international protocol concerns are addressed. • Work closely with the Executive office to support for high-level visits and events by providing detail plans and programme, including liaising and coordination across SPC. • Support divisions to coordinate protocol support and service with SPC members. • Research and maintain knowledge products on protocol-related best practices 	
<p>Establish and manage external relationship with contractors and partners (10%)</p> <ul style="list-style-type: none"> • Oversee the selection, engagement and coordination of external contractors and vendors providing services for the events in accordance with SPC procurement rules. • Create and maintain updated listing of relevant contractors and vendors whose services are pertinent to SPC's events and needs. • Establish preferred supplier agreements with vendors and suppliers. • Ensure timely payment of services and goods utilized for the events 	
<p>People Management (15%)</p> <ul style="list-style-type: none"> • Manage staff performance, conduct fair, consistent, timely performance planning, review meetings and encourage open communication to discuss performance. • Actively schedule time to help staff development and be the best they can (training, shadow mentoring...). 	<ul style="list-style-type: none"> • A positive work environment is created with promotion of collaboration and inclusivity within the team and across functions and other divisions in the organization. • Create an environment which encourages the resolution of performance issues.

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):

- Manage complex and challenging logistics that involve multiple SPC teams working in a coordinated way. This often involves complex negotiation, flexible planning, and excellent judgement
- Serve as an expert in and orchestrate the complex protocol needed to manage large events that involve senior leaders from the diverse cultures of the region

- Manage relationships with external clients that include senior representatives from member governments, partner organisations, and private industry
- Leveraging emerging technology to improve the quality of SPC events

Functional Relationships & Relationship Skills:

Key internal and/or external contacts	Nature of the contact most typical
<p>External</p> <p>Key external contacts are:</p> <ul style="list-style-type: none"> • Service providers (catering, entertainment, audio, news outlets,) • Clients, V.I.P.s, delegates • CROP organisations • New Caledonia government and other member countries and territories 	<ul style="list-style-type: none"> • Advise on commercial relationships with SPC's vendors and partnerships
<p>Internal</p> <p>Key internal contacts are:</p> <ul style="list-style-type: none"> • Executive and Directors • Divisions and Programmes • SPC's internal services including: ICT, Translations and Interpretation, Publishing services, Procurement, Travel, Property and Maintenance, Finance, and Legal. 	<ul style="list-style-type: none"> • Coordinating, managing work and logistics

Level of Delegation:

Routine Expenditure Budget: *EUR 100,000*

Budget Sign off Authority without requiring approval from direct supervisor: *EUR 0*

Personal 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"> • Bachelor of Art in Hospitality, Event Management, Management and Business, Diplomacy and International affairs, Protocol, Business or related discipline. 	<ul style="list-style-type: none"> • Expertise in Hybrid Events and the technology used to support them • Project Management and Logistics Management • Business and financial accumen

--	--

Knowledge/Experience

Essential:	Desirable:
<ul style="list-style-type: none"> • 5 - 7 years of event management in international context • Proven ability to contribute to the streamlining and automation of processes • Bilingual (English and French) • Excellent communication skills • Excellent interpersonal and organisational skills. • Excellent computer skills and proficiency in the use of MS Word, Excel and Power Point. • Excellent time management skills and organizational skills. • Ability to liaise with staff at all levels of the organisation. • Ability to work in a multi-cultural, inclusive and equitable environment 	<ul style="list-style-type: none"> • Expertise in international protocol and/or in intergovernmental organisation’s event management • Experience with Pacific protocols and traditional customs • Knowledge of New-Caledonian Government and Institutions • Established and current network of service provider contacts

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"> • Reactive and solution oriented • Eye for detail • Attention to detail, accuracy and interpersonal skills involving teamwork and collaboration with members of SPC • Organising many streams of activities • Organising and running hybrid events • SPC’s Governance structure (intergovernmental organization) • Provision of protocol support
Advanced level	<ul style="list-style-type: none"> • Aptitude for the provision of high-quality service and ability to provide proactive input into continuous improvement to ensure the maximum effectiveness of the operations • Customer focus and ability to set priorities and meet deadlines successfully
Working knowledge	<ul style="list-style-type: none"> • SPC Rules and Policies
Awareness	

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

- 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.