



## JOB DESCRIPTION

<b>Job Title:</b>	Data Outreach and Engagement Adviser
<b>Division/Team:</b>	Pacific Data Hub, Information Services
<b>Location:</b>	Suva, Fiji / Nouméa, New Caledonia
<b>Reporting to:</b>	Pacific Data Hub Programme Manager
<b>Number of Direct Reports:</b>	None
<b>Purpose of Role:</b>	Leading community outreach and engagement and advocacy activities for the Pacific Data Hub programme at SPC, championing our mission to drive data-informed decision making for sustainable development in the Pacific region.
<b>Date:</b>	September 2024

### Organisational Context and Organisation Chart

#### About Us

The Pacific Community (SPC) is the principal scientific and technical organisation in the Pacific region, supporting development since 1947. We are an international development organisation owned and governed by our 27 country and territory members. In pursuit of sustainable development to benefit Pacific people, our unique organisation works across more than 25 sectors. We are known for our knowledge and innovation in fisheries science, public health surveillance, geoscience, and conservation of plant genetic resources for food and agriculture.

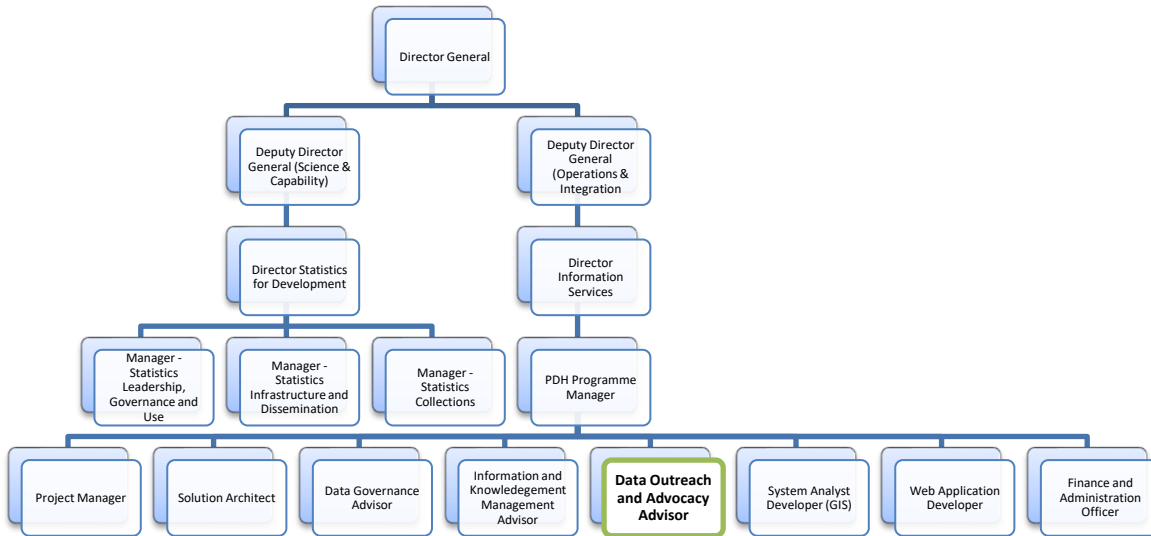
#### The Pacific Data Hub

SPC has established the Pacific Data Hub (PDH) as a regional public good to serve as a central point of access for data about the Pacific and enable investment in sustainable data infrastructure. The PDH collaborates across SPC Divisions, including Information Services (IS) and Statistics for Development Division (SDD), to implement strategic data management, capacity building, and capability strengthening programmes.

#### About the Role

The Data Outreach and Engagement Adviser will be instrumental in advancing PDH's mission by engaging effectively with stakeholders, advocating for open data practices, and promoting the use and reuse of data across diverse sectors. The adviser will work collaboratively within SPC and with external partners to

develop and implement outreach strategies that amplify the impact of PDH's data resources.



**Key Result Areas (KRAs):**

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

Jobholder is accountable for	Jobholder is successful when
<p><b>KRA 1: Community and Stakeholder Engagement</b> Build and nurture relationships with the Pacific Data Hub community of practice, including Pacific Island government agencies, CROP agencies, development partners, NGOs, and academic institutions. Organise events, workshops, and training sessions to engage stakeholders and foster collaboration.</p>	<ul style="list-style-type: none"> <li>Trusted relationships are established and nurtured with key stakeholders, including government agencies, CROP agencies, development partners, NGOs, and academic institutions.</li> <li>Regular events, workshops, and training sessions are organised to engage stakeholders and foster collaboration.</li> <li>Stakeholder participation and feedback indicate high levels of engagement and satisfaction with PDH's community outreach efforts.</li> <li>Effective collaboration is established with internal teams and external organisations to align efforts and maximise the impact of PDH's data resources.</li> <li>Collaborative initiatives with stakeholders lead to tangible improvements in data sharing, integration, and utilisation across the Pacific region.</li> </ul>
<p><b>KRA 2: Engagement and Awareness</b> Lead engagement initiatives to promote the use and value of data in policy-making and regional development.</p>	<ul style="list-style-type: none"> <li>Effective engagement initiatives are designed and implemented to promote the use and value of data in policy-making and regional development.</li> <li>High-quality outreach materials, including case studies, presentations, training guides, reports, and social media content, are developed, and disseminated to raise awareness about PDH's data services.</li> <li>Increased awareness and understanding of PDH's mission and data offerings among target stakeholders, as evidenced by surveys and feedback.</li> </ul>
<p><b>KRA 3: Data Useability Promotion</b> Serves as the voice of the customer, working closely with PDH, SDD and other SPC Divisions teams to identify opportunities for</p>	<ul style="list-style-type: none"> <li>Regular channels are established to gather user feedback and insights for enhancing the uptake and use of PDH's data products and services.</li> </ul>

enhancing the uptake and useability of PDH's data products and services. Provide strategic insights for improving data accessibility and user experience.	<ul style="list-style-type: none"> <li>User feedback is systematically analysed and translated into actionable recommendations for improving data accessibility and user experience.</li> <li>Measurable improvements are made to the useability of PDH's services based on user feedback, leading to increased user satisfaction and engagement</li> </ul>
<p><b>KRA 4: Monitoring and Continuous Improvement</b></p> <p>Track the effectiveness of outreach and engagement activities, adjust strategies as needed, and report on progress to PDH Programme Manager and relevant stakeholders. Working closely with the Communications &amp; Engagement Adviser to collate stories on use of PDH by the community and stakeholders.</p>	<ul style="list-style-type: none"> <li>Use the PSD 2 monitoring and evaluation framework to track the effectiveness of outreach and engagement activities.</li> <li>Quantitative and qualitative indicators are available to demonstrate how PDH is being used and areas for expansion.</li> <li>Collect monitoring data for engagement and awareness activities including stakeholder and user feedback to inform the planning and any necessary adaptations.</li> <li>Regular reports on engagement and awareness activities and provide updates to the PDH Programme Manager and relevant stakeholders on the progress and impact of engagement initiatives.</li> <li>Engagement strategies are continuously adapted and optimised based on monitoring and evaluation findings to maximise their effectiveness</li> </ul>

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):**

<ul style="list-style-type: none"> <li>Developing and implementing innovative outreach strategies in complex and dynamic environments. Developing and delivering effective engagement activities for diverse audiences with varying levels of understanding and experience.</li> <li>Communicating the value and impact of data initiatives to diverse audiences including executive leadership, government officials, technical experts and community groups.</li> </ul>
---

**Functional Relationships & Relationship Skills:**

Key internal and/or external contacts	Nature of the contact most typical
<b>Internal</b>	
<ul style="list-style-type: none"> <li>SDD and PDH teams</li> <li>SPC executive and senior leadership</li> <li>SPC technical divisions and integrated programmes, e.g., PHD, HRSD, SPL, LRD, GEM, CCES, SDD, FAME and PCCOS.</li> <li>Corporate services (OMD)</li> <li>SPC Data Governance Steering Group, Data Governance Council, Divisional Data Governance Working Groups</li> </ul>	<ul style="list-style-type: none"> <li>Regular interaction with PDH Programme Manager, PDH Project Manager, SDD Management team, and other SPC programme areas for strategic alignment and collaborative initiatives.</li> <li>Lead and facilitate engagement and advocacy planning, coordination, and implementation activities.</li> <li>Providing operational and strategic guidance on data outreach and engagement activities.</li> <li>Using SPC systems and processes to procure and manage services delivered by consultants and service providers.</li> </ul>
<b>External</b>	
<ul style="list-style-type: none"> <li>Pacific Island government officials</li> <li>Regional and international organisations, donors, and development partners including PIFS, SPREP, FFA, MFAT, DFAT, USAID, DFID,</li> </ul>	<ul style="list-style-type: none"> <li>Frequent engagement with government agencies, regional and international partners, NGOs, academic institutions, and other key stakeholders in the Pacific region.</li> </ul>

<p>EU, AFD, GIZ, NIWA, CSIRO, UNESCO-IOC, ESCAP, FAO, UNDP, UNDRR, UNOCHA and other UN Agencies.</p> <ul style="list-style-type: none"> <li>• Academic and research institutions</li> <li>• Potential future data providers</li> <li>• Contractors and consultants</li> </ul>	<ul style="list-style-type: none"> <li>• Coordinate data outreach and engagement activities delivered by the PDH programme.</li> <li>• Delivering training, facilitating workshops and consultations.</li> <li>• Advising stakeholders at all levels.</li> <li>• Lead communities of practice engagement with PICT members and regional development partners.</li> </ul>
---	--

**Level of Delegation:**

Routine Expenditure Budget: 0 €

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

<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Master’s degree in a relevant field such as Data Management, Communication, Information Science, International Development, Business Administration, Public Administration, or a related discipline.</li> </ul>	<p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Formal training in Project and/or Change Management</li> </ul>
---	--

**Knowledge/Experience**

<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• At least 6 years of experience in outreach, engagement, or related roles, preferably within an international development context.</li> <li>• Experience in data governance, open data initiatives, or related fields is highly desirable.</li> <li>• Ability to communicate with a diverse range of technical and non-technical audiences</li> <li>• Experience in developing training programmes, delivering training, mentoring, and coaching.</li> <li>• Experience with the development of awareness and communications products.</li> <li>• Workshop/training facilitation skills</li> </ul>	<p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Experience working with statistical systems and data management in developing countries.</li> <li>• Experience in working across the data management lifecycle, using data governance and data value chain frameworks, and performing data capability and maturity analysis.</li> <li>• Understanding of Open Data Charter principles</li> <li>• Experience in integrating the FAIR and CARE principles into data governance frameworks and data management practice.</li> <li>• Ability to develop and deliver educational programs with communities and schools</li> <li>• Experience working in the Pacific region.</li> <li>• Working knowledge of French</li> </ul>
---	--

**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"> <li>• Effective communication and interpersonal skills</li> <li>• Ability to engage and influence diverse stakeholders</li> <li>• Strategic thinking, creativity in outreach approaches, proficiency in digital communication tools, and fluency in English.</li> <li>• Exceptional communication and presentation skills to articulate complex concepts to diverse audiences.</li> </ul>
Advanced level	<ul style="list-style-type: none"> <li>• Strong collaborative skills to work with cross-functional teams, external partners, and stakeholders.</li> <li>• Ability to analyse complex data-related issues, identify trends, and propose data-driven solutions.</li> <li>• Experience in developing and delivering training programs for staff at various levels.</li> </ul>
Working knowledge	<ul style="list-style-type: none"> <li>• Familiarity with data protection and privacy regulations, including regional and international frameworks.</li> <li>• Understanding of data management and data governance concepts, importance, and benefits.</li> <li>• Capability to create clear and concise documentation and guidelines.</li> <li>• Awareness of current trends and emerging technologies in data governance and data management.</li> </ul>
Awareness	<ul style="list-style-type: none"> <li>• Understanding of the significance of data security and data privacy.</li> <li>• Basic knowledge of relevant data regulations and compliance requirements.</li> <li>• Basic understanding of data architecture and data modelling concepts.</li> <li>• Awareness of the value of data and the importance of data-driven decision-making.</li> <li>• Awareness of the role of statistics in achieving the UN Sustainable Development Goals (SDGs).</li> <li>• Cultural sensitivities and communication protocols across diverse regions and countries.</li> <li>• The importance of gender equality, social inclusion, and human rights in statistical development.</li> <li>• SPC rules, policies, and procedures.</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

- Strong leadership qualities, including the ability to inspire and influence others
- Exceptional communication to articulate complex data concepts clearly to diverse audiences, including executives, stakeholders, and technical teams.
- Adaptability and openness to continuous learning to stay updated with industry trends and best practices.
- A high level of ethical awareness and a commitment to data privacy and security.
- A high degree of empathy to understand the concerns and needs of different stakeholders.
- Resilience and perseverance to overcome obstacles and maintain momentum.
- Approachable and the ability to foster an environment of teamwork and cooperation among different teams.
- Strategic thinking and the ability to align data initiatives with the organisation's long-term goals and objectives.

- A strong advocate for the value of data, promoting data as a critical resource for decision-making and supporting sustainable development.

#### **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.