



JOB DESCRIPTION

Job Title:	Communications and Knowledge Management Officer
Division/Programme and Section/Project (if any):	Pacific Community Centre for Ocean Science (PCCOS)
Location:	Noumea
Reporting to:	Project Adviser PCCOS
Number of Direct Reports:	0
Purpose of Role:	<p>The Communications and Knowledge Management Officer will support content development, dissemination, and internal and external communications for the Pacific Community Centre for Ocean Science (PCCOS), while implementing, monitoring and reviewing its Communications and Visibility Strategy.</p> <p>This role will also support training to staff and country stakeholders on communications product development (including digital), awareness raising, including in schools, digital communications and stakeholder engagement strategies for ocean science and ocean management initiatives.</p>
Date:	May 2024

Organizational Context and Organization 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 Community Centre for Ocean Science (PCCOS)

In commemorating the SPC's 70th anniversary, the 10th Pacific Community Conference agreed to establish the Pacific Community Centre for Ocean Science (PCCOS) to be hosted at SPC and become a true flagship for scientific excellence and a dedicated regional science information and knowledge hub. Through support from the New Zealand Government and various other development partners, PCCOS has been fully operational since 2021 and is actively working to help Pacific Island governments and communities **easily**

access the ocean science and expertise they need to make informed decisions and to protect and sustainably manage ocean resources.

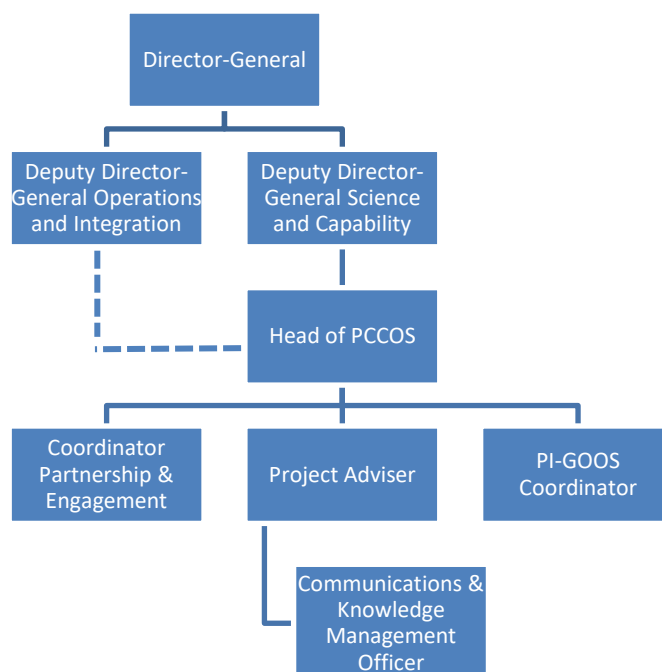
More specifically, PCCOS aiming at achieving the following objectives:

1. Facilitate and promote **cross-divisional engagement and cooperation internally at SPC** for a better-integrated service to its members and continued building of ocean science excellence at SPC.
2. Contribute to **strategic partnerships in ocean science** with a large number of institutions and initiatives at the national level, regionally (particularly with other CROP agencies) and internationally.
3. Coordinate the approach with **government agencies responsible for implementing ocean policies** and progressing against SDG 14.

PCCOS is now leading the design of the SPC Ocean Flagship through consultation with SPC divisions and regional partners, as well as coordinating cross-divisional projects, implemented across SPC divisions (FAME, GEM, CCES). PCCOS is also implementing seed-projects/programmes such as the Pacific Islands Ocean Acidification Centre (PIOAC), the Pacific Islands Decade Coordination Centre (PI-DCC), and the Regional Alliance of the Global Ocean Observing System (PIGOOS), that all have regional coordination mandates.

About the Role

The Communications and Knowledge Management Officer will lead PCCOS communications activities and develop and disseminate content. It will update and manage the PCCOS website (pccos.spc.int), document learning and develop knowledge products for SPC and PCCOS. The Communications and Knowledge Management Officer boost PCCOS' and SPC's ocean science work online and contribute to better visibility and understanding of PCCOS and the Oceans Flagship internally at SPC. It will work closely with the Project Manager, playing a lead role on knowledge management of SPC's ocean science and ocean management activities, and lead PCCOS communications during national, regional and global events.



Key Result Areas (KRAs):

- 1- Multimedia content creation (30%)
- 2- Event coordination and visibility (30%)
- 3- Knowledge management (25%)
- 4- Training and Country Support (15%)

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

Jobholder is accountable for	Jobholder is successful when
<p>Multimedia content creation (30%)</p> <ul style="list-style-type: none"> • Develop original written content about ocean science, ocean management, Early Career Ocean Professionals, and other related activities, including web stories, flyers, leaflets, collaterals, and knowledge products. • Produce short video material (interviews and quick messages) • Create infographics and social media cards • Provide photography support • Arrange and lead interviews with relevant stakeholders to create people-centered knowledge products • Create new pages on the PCCOS website and regularly update content on existing pages • Create templates using Canva, MS Office or Adobe Suite to be used by the team • Arrange for the translation of materials into local languages where appropriate • Manage internal communications and publications support or external consultants to develop products or materials, where necessary • Contribute to the SPC Communications Coordinator group 	<ul style="list-style-type: none"> • High-quality original written, video, audio and visual content is produced on ocean science and ocean management activities in line with corporate guidelines • Photography and social media content is disseminated and stored contributing to SPC digital assets • Knowledge products are finalized and shared with partners and internally • The PCCOS website and other relevant ocean management-related pages are up-to-date • New templates are created to ease content creation • Products are adequately translated in local languages where appropriate • PCCOS communications is known and well coordinated at SPC
<p>Event coordination and visibility (30%)</p> <ul style="list-style-type: none"> • Coordinate planning for key ocean management events, including workshops, conference (notably the PCCOS-led Pacific Islands Conference on Ocean Science and Ocean Management), meetings, knowledge exchanges, and milestone celebrations at national and regional levels • Develop communications plans, concept notes, programmes and agendas • Contribute to coordination of messaging around major cross-CROP events (e.g. UN Ocean Conference, UNFCCC COP, PIF Leaders Meeting, Decade of Ocean Science for Sustainable Development) • Ensure that SPC ocean management outputs, collaterals and awareness raising materials are designed for and shared during project events • Organise radio and/or TV interviews, press releases, and press conferences during ocean management events, and assisting SPC staff to participate in such activities • Prepare and coordinate the review and approval process of media alerts and media releases, and disseminate them to media outlets in a timely manner • Provide updates internally on the SPC intranet and PCCOS SharePoint site, and externally on social media such as the SPC Facebook, Twitter, 	<ul style="list-style-type: none"> • Key events, including the Pacific Islands Conference on Ocean Science and Ocean Management, are planned properly and receive adequate coordination support and visibility • Concept notes, programmes and agenda are developed ahead of time • Clear and consistent messaging is disseminated by partners • SPC ocean management outputs and materials meet high-quality standards and are disseminated appropriately with targeted audiences • Events receive adequate media coverage and SPC staff is properly engaged and prepared • Live and timely social media publication happens before, during and after each key ocean management event • Digital Report developed showcasing event coverage and visibility performance across all SPC platforms, highlighting lesson learnt with relevant data sourced from "Sprout" SPC Social media scheduling system.

<p>LinkedIn, YouTube, etc. to ensure wider communication coverage;</p> <ul style="list-style-type: none"> • Attend relevant national, regional and international meetings to promote activities • Prepare communications report for key events, track online engagement and media coverage 	
<p>Knowledge management (25%)</p> <ul style="list-style-type: none"> • Coordinate the development and update knowledge and communications products (e.g. factsheets, collaterals, learning reports, infographics, videos, web stories) • Arrange and lead interviews with relevant stakeholders for monitoring, evaluation and knowledge management purposes • Contribute to the creation of people-centered products on ocean management initiatives • Identify, document and share lessons, learning, outcomes and impacts of ocean science and management processes in the Pacific • Contribute to strategic advice in coordination with the PCCOS team, the Integrated Ocean Management and Marine Spatial Planning teams • Contribute to the implementation of the PCCOS and Oceans Flagship learning agendas • Contribute to the SPC Knowledge Management Community of Practice 	<ul style="list-style-type: none"> • High-quality products are developed, disseminated and stored properly to ensure they are used multiple times • Lessons, learning, outcomes and impacts are documented and shared incorporating beneficiaries' voices • PCCOS and the Oceans Flagship learning agendas are implemented • Sound guidance is provided to PCCOS and key teams on knowledge management • The SPC KM Community of Practice is active and dynamic meeting targeted objectives
<p>Training and Country Support (15%)</p> <ul style="list-style-type: none"> • Provide regular training to SPC staff and country stakeholders on communications, knowledge management, awareness raising, and stakeholder engagement • Guide SPC staff and partners regarding communications, knowledge management, awareness raising, and stakeholder engagement • Support country stakeholder in developing strategic communication activities and awareness raising strategies 	<ul style="list-style-type: none"> • SPC staff is trained and guided on communications skills, knowledge management practices, awareness raising activities and stakeholder engagement • In-country stakeholders receive adequate and timely training and advice on communications, knowledge management, awareness raising and stakeholder engagement

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):

- Coordination of large scale events including development of effective, researched and evidence based communications strategies.
- Training country stakeholders and SPC staff to improve knowledge management and support use of technology to capture and develop outcome stories and use of digital communications for increased understanding and awareness.
- Delivering project activities across SPC sites and through cross-divisional and integrated teams and projects.
- Keeping positive and fruitful relationship with regional partners with different approaches, expertise and agenda related to ocean science and management.
- Extensive travel within the region.

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"> • Technical partners within international and regional organisations such as OPOC, PIFS, SPREP, Waitt Institute, IOC-UNESCO, TNC, CI, IUCN, SPREP, IOC, NOAA, PacIOOS, UNEP, IRD, DFAT, MFAT, etc. • National entities charged with ocean management issues, such as National Ocean Offices • Member country counterparts, technical, director level. • Consultants, companies and service providers, e.g. publications editors, printers, training consultants, specialists, etc. 	<ul style="list-style-type: none"> • Development partner interaction and reporting • Collaborate on country specific activities and regional initiatives, communications plans, event coordination, training workshops, etc. • Inform on appropriate methods and approaches • Technical exchange, support, content writing, training workshops, etc. • Contracting, monitoring of agreements, delivery of outputs, procurement of services
<p>Internal</p> <p>Key internal contacts are:</p> <ul style="list-style-type: none"> • Head of PCCOS, PCCOS Coordinator, PCCOS Project Adviser, PI-GOOS Coordinator • Project Managers of key ocean management projects, such as Integrated Ocean Management and Marine Spatial Planning • Corporate communications team • Divisional communications and knowledge management teams, especially from GEM, FAME and CCES divisions • Colleagues and peers • Administrative and support personnel • Technical leads within other SPC programmes, e.g. transport and fisheries 	<ul style="list-style-type: none"> • Obtaining advice on corporate communications policies and procedures • Collaborate on the development of ocean knowledge, share knowledge, provide regular update, seek and provide guidance • To seek approval and/or guidance • Inform on ocean stakeholder needs, emerging technologies • Share knowledge, challenges and update regularly • Contribute to programme meetings, communications and reporting • Maintain internal contacts • Day to day tasks • Provide guidance on tasks • Managing workflow and seeking outputs • Collaborative report writing • Plan field schedules and logistics administrative matters and managerial arrangements

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

Essential:	Desirable:
<ul style="list-style-type: none"> • Bachelor’s degree in a relevant field such as graphic design, communications, journalism, mass communications or public relations 	<ul style="list-style-type: none"> • Qualification or formal training in knowledge management

Knowledge/Experience

Essential:	Desirable:
<ul style="list-style-type: none"> • At least 5 years of experience in communications with at least 3 years in an international context. • Excellent design and editing skills with portfolio of published work available for review including video, digital, written and recorded work • Pacific media understanding and partnership coordination experience in the Pacific • Photography and/or video skills with portfolio of work available for review • Fluency in social media strategy and content development • Excellent communication skills in English (oral and written) • Capacity to engage with government, public and community audiences. • Proven ability to work independently and as part of a team in a fast-paced, multi-cultural and gender-sensitive environment. • Willingness and demonstrated capacity to travel and undertake overseas assignments in SPC member countries, sometimes under difficult physical conditions. 	<ul style="list-style-type: none"> • Professional practical experience in Pacific Island environments • Experience as a trainer • Experience in contributing to MSP processes • Science based communication • Innovative examples of using science to tell stories for both Pacific and international audiences using both social media and mainstream media channels • Fluency in Pacific Islands languages or French

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"> • Communicating results using different media approaches to maximize outreach. • Copy writing, sub-editing, knowledge products development • Social media management • Crafting messages and digital design so they are interesting, accurate and increase visibility of work undertaken.
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Advanced level	<ul style="list-style-type: none"> • Website management • Photography, video editing, sound editing and graphic layout • Event management • Fluency across multiple media platforms • Capacity development and training in the area of knowledge management and awareness raising
Awareness	<ul style="list-style-type: none"> • Marine spatial planning • Ocean management

Key Behaviours

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

- Change and Innovation
- Interpersonal Skills
- Teamwork
- Effective Communications & Relationships
- Promotion of Equity and Equality
- Leadership
- Judgement
- Building Individual Capacity

Personal Attributes

- High level of professional integrity and ethics
- Friendly demeanor
- Demonstrated high level commitment to customer service
- Ability to set priorities to meet deadlines.
- Multitasking role

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.