JOB DESCRIPTION

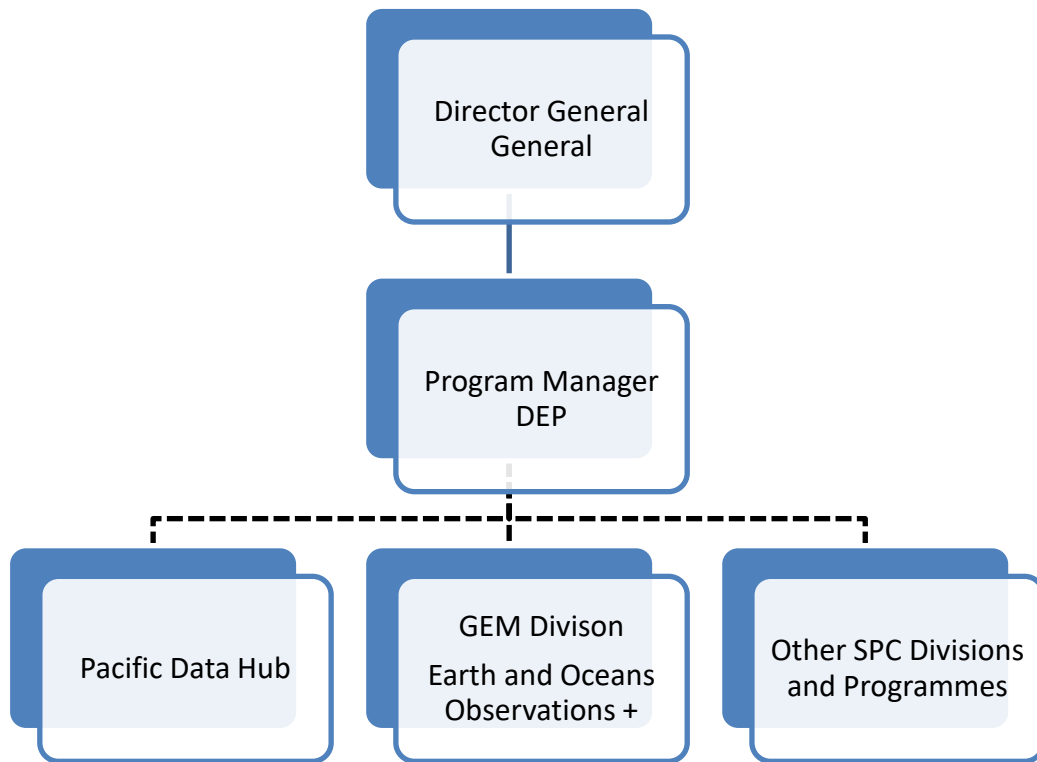|	
Job Title:	**Program Manager – Digital Earth Pacific (DEP)**
Division/Programme and Section/Project (if any):	Office of the Director General, SPC
Location:	Noumea, New Caledonia
Reporting to:	Director General
Number of Direct Reports:	0 Programmatic leadership of team of 12-15 staff
Purpose of Role:	Within the Director General Office, and in cooperation with all relevant areas across SPC, the position will oversee and manage programmes associated with Digital Earth Pacific (DEP). Specifically, the Program Manager will be responsible for the overall implementation of DEP which involves providing high-level strategic and technical advice on DEP; day-to-day management, coordination, and oversight of operations and finances; resource mobilisation; performance and quality control. This also includes supporting monitoring, evaluation, research, and learning; and reporting to the Pacific Community (SPC), partners and the Governments of the Pacific. Stakeholder engagement, relationship management and staff management are critical to success in the role.
Date:	March 2024

Organisational Context and Organisation Chart

The Pacific Community (SPC) is the principal scientific and technical organisation supporting development in the Pacific region. SPC applies our collective capabilities in science, knowledge and innovation to serve the people of the Pacific in reaching their sustainable development goals and aspirations. By placing Pacific people at the centre of our approaches, and with our deep understanding of Blue Pacific contexts and worldviews, we embark on the journey to implement the Strategic Plan 2022 – 2031 that encompasses the insights and foresight of our members, staff and key stakeholders. It builds on learning from our previous plans and aligns with the 2050 Strategy for the Blue Pacific Continent.

SPC's headquarters are in Noumea, New Caledonia. Our other offices are the Fiji Regional Office in Suva, Fiji; the Micronesia Regional Office in Pohnpei, Federated States of Micronesia; the Melanesia Regional Office in Port Vila, Vanuatu; and a Polynesia Regional Office in Nuku'alofa, Tonga.

The Digital Earth Pacific (DEP) is an operational earth observation system that uses decades of satellite data to show how local environments are changing over time. DEP provides decision-makers with the information

needed to make sound decisions addressing the Pacific's challenges, most notably climate change, food security and disaster.

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│  Program Manager    │
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│ Pacific  │  │ GEM Divison  │  │ Other SPC    │
│ Data Hub │  │ Earth and    │  │ Divisions    │
│          │  │ Oceans       │  │ and          │
│          │  │ Observations+│  │ Programmes   │
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The position will have in-direct reports with technical team leaders under alternative management lines across SPC divisions and programmes.

Key Result Areas (KRAs):

KRA 1: Overall management and delivery of the DEP project (40%)

KRA 2: Providing high-level strategic and expert advice on DEP and resilience approaches and actions (25%)

KRA 3: Managing, mentoring, and supporting team members (10%)

KRA 4: Facilitating effective advocacy, communications, and engagement within and between Pacific Islands Countries, SPC, the European Union, other collaborating entities, and other stakeholders (15%)

KRA 5: Supporting the capacity, efficacy, and impact of SPC's Digital Earth Pacific initiatives (10%)

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

Jobholder is accountable for	Jobholder is successful when
KRA 1: Overall management and delivery of the DEP (40%) • Provide strategic DEP leadership at all levels. • Lead the detailed design and delivery of DEP country and regionally-led activities, including overseeing preparation of multi-year and annual costed project plans, procurement plans, contract listings, asset registers, risk registers, exit/transition, and closure plans.	• DEP is implemented according to formal agreements, budgets, work plans and SPC and Policies and Procedures. • Development relevance, impact, effectiveness, inclusivity, and efficiency is maximized, and DEP adaptations are evidenced-based. • Project implementation and results are locally owned, and benefits derived from the project

Jobholder is accountable for	Jobholder is successful when
• Provide day-to-day, results-orientated, and adaptive management, implementation, and coordination of all DEP activities. • Develop close, strong working relationships with key stakeholders within SPC, across PICs, regional and global agencies; collaborating where relevant to increase impact. • Ensure program objectives are sustainably realised, and activities are implemented in accordance with: beneficiary priorities, formal agreements; and the operational policies and procedures of SPC and PICs (including relating to procurement, finance, and social and environmental responsibility). • Ensure robust project management, administration, knowledge/records management systems and processes are established and streamlined taking into account technical realities, accountability and decision-making requirements and timing, and competing demands on stakeholder time. • Ensure DEP financial management is sound and in accordance with SPC, donor and audit requirements. This includes regularly updating budget forecasts, and validating, tracking, reconciling, and analysing costs to deliver on the project budget and results. • Coordinate and manage all DEP procurement and contract/grant management requirements for funded services, supplies, equipment, and infrastructure. • Oversee monitoring, evaluation, research, and learning (MERL) within the project in line with SPC requirements, including: managing the design and implementation of MERL plans, systems, and processes; and implementing MERL recommendations. • Prepare high-quality and timely progress and completion reports, work plans for the SPC management, donors, PIC members and partners.	can be sustained beyond the life of the program. • Potential adverse social and environment impacts from the project are mitigated. • Country and regional plans, procurement plans, contract listings, asset registers, risk registers, exit/transition and closure plans are prepared in a timely manner and kept up to date. • Project management systems are streamlined, and support collaborative, timely and evidenced-based decision-making. • Procurement of necessary services, supplies, equipment, and infrastructure is carried out in accordance with SPC, donor and project beneficiaries' procurement procedures. • Project expenses receive unqualified audits and are deemed eligible. • Progress reports and costed work plans are completed to a high standard and within set timelines and donor / SPC requirements. • DEP MERL is valued by the project team, and utilised not only for accountability and visibility purposes, but also for continuous improvement and learning. • Recommendations from reviews (where agreed) are effectively implemented.
KRA 2: Providing high-level strategic and technical expert advice on DEP (15%) • Facilitate multi-stakeholder consultative forums to develop, negotiate and later evaluate and reflect on DEP activities. • Increase stakeholder awareness and knowledge of strengthening DEP at various levels. • Provide oversight of the technical quality of all DEP outputs and deliverables. • Undertake high-level strategic analyses of DEP and other activities in the Pacific; and identify human capacity gaps in key sectors where appropriate.	• Consultative forums supported by DEP are inclusive and allow for diverse voices to be heard. • Stakeholder awareness and knowledge of strengthening DEP increases over the life of the program. • All project outputs of a high technical quality and achieve the desired outcomes. • DEP activity results are analysed and findings incorporated into program adaptations, and the design of targeted regional and in-

Jobholder is accountable for	Jobholder is successful when
• Use analysis to provide expert advice, briefings, and information products to senior government officials, SPC management, donor representatives and other stakeholders to inform the development, implementation and monitoring of appropriate risk-informed activities. • Facilitate access to expertise, and knowledge sharing within and between Pacific Island countries (and where relevant, other regions), and promote Pacific-Pacific cooperation.	country support programmes where appropriate. • High quality and informative briefings are provided to relevant senior government officials, SPC management, donor representatives and other stakeholders when required. • Pacific-Pacific cooperation and knowledge sharing increases as a result of DEP. • Pacific Island countries have improved access to DEP expertise as a result of the program.
KRA 3: Supporting contributing members across SPC in collaboration with relevant divisions (25%) • Oversee and support where needed technical contractors and services in accordance with SPC policies and procedures. • Provide indirect support and contributions to performance management of DEP staff in accordance with SPC policies and procedures. • Negotiate and contribute to achieving effective project support arrangements for DEP staff sitting under alternative line management structures. • Ensure all personnel supporting DEP actions receive adequate assistance to fulfil their obligations to the project whilst also developing professionally as individuals. • Encourage open communication to discuss performance, and actively share experience in project management and reasoning behind all decision making with the DEP team • Actively schedule time for staff and make yourself available for DEP contributing members with concerns at all other times. • Create an open and confidential environment to resolve performance issues. • Work to motivate and encourage the team especially during stressful times, encouraging flexibility for delivery of tasks when needed. • Support the health, safety, and wellbeing of team members, including in relation to mental health.	• DEP internal and external resourcing is adequate and in line with project delivery. • DEP actions managed in accordance with SPC policies and procedures. • SPC staff contributing to DEP sitting under alternative line management structures effectively support the project in a timely manner. • All personnel supporting DEP are receiving adequate assistance. • There is open communication and performance of the DEP team is being actively managed. • The DEP contributing staff are motivated, and their health, safety and wellbeing are being maintained.
KRA 4: Facilitating effective advocacy, communications, and engagement within and between Pacific Islands Countries, SPC, and other collaborating entities, and stakeholders (10%) • Establish and maintain effective communications with Pacific Island Countries concerning their needs and the implementation of the DEP, including high-level liaison with Ministers and senior government staff where required.	• Effective communications networks are established and maintained with appropriate contact points, including Minsters, senior government staff, focal points, and stakeholder representatives in Pacific Island countries and globally. • Project communications, engagement and visibility activities are undertaken in line with

Jobholder is accountable for	Jobholder is successful when
• Ensure appropriate communications, engagement and visibility activities are undertaken for the project in line with the Communications, Engagement and Visibility Strategy agreed with the SPC and supporting partners. • Coordinate high-level government participation and program oversight through the established governance mechanisms and national steering committee process for the program, including developing terms of reference and meeting procedures as appropriate. • Ensure that DEP is delivered within the context of, and contributes to the achievement of, the SPC Strategic Plan, Divisional business plans and regional policy frameworks. • Strengthen regional cooperation and coordination and establishment of communities of practice; and contribute to other regional and global coordination mechanisms, such as the Pacific Resilience Partnership, Ocean Geospatial Symposium, Pacific GIS/RS User Groups, Group of Earth Observations (GEO), Committee on Earth Observation Satellites (CEOS) • Lead the effective liaison and promotion of networking between key stakeholders and other individuals involved in DEP implementation and between projects where relevant. • Assessing the effectiveness of communication and engagement activities with key stakeholders.	the Communications, Engagement and Visibility Strategy agreed partners. • The project has high-level government participation and oversight in and across participating countries. • DEP contributes to the achievement of SPC strategic plan, divisional business plans and regional policies. • Regional cooperation and coordination on DEP is strengthened as a result of the program.
KRA 5: Supporting the capacity, efficacy, and impact of SPC (10%) • Provide expert advice and support to strategic planning and for DEP in SPC more broadly. • Promote collaborations and relationships within DEP, divisions and SPC more broadly. • Lead and promote networking between key stakeholders, individuals and projects involved in DEP actions where relevant. • Support the development of proposals, including to source assistance from donors and other development partners in the region. • Support formal and informal reporting to DEP donor and development partners as required. • Identify and leverage synergies between DEP and other SPC programmes, ensuring that DEP outcomes complement and enhance SPC's portfolio of data products and services and support broader strategic initiatives. • Establish and maintain strong collaborative relationships with SPC programmes, facilitating	• Expert advice and support provided strengthen the effectiveness of DEP delivery, thus positively impacting on divisional/SPC effectiveness. • Project activities enhance cross-divisional activities and cooperation within DCRP, GEM, PDH and SPC • Learnings from DEP are integrated into future proposals produced by SPC. • DEP donor and development partners understand how DEP complements other SPC capability areas and contributes to the achievement of their goals and results.

Jobholder is accountable for	Jobholder is successful when
coordination efforts to align strategic objectives, share best practices and optimise resource allocation.	

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):

- Developing and negotiating regional and national activities, contracts, and grants across fifteen Pacific Island Countries with different priorities, expectations, cultures, institutional arrangements, capacities, languages, time zones, and currencies.
- Simultaneously managing (often at a distance) a range of both small and large contracts/grants regionally and in Pacific Island Countries, and ensuring consistency and quality is maintained.
- Coordinating and facilitating information exchange, networking, and collaboration across the region.
- Managing at times contrasting expectations of country counterparts, collaborating agencies, SPC and the donor.
- Delivering project activities in remote outer islands that are difficult to access.
- Representing SPC and the project at high-level global and regional forums.
- Balancing project management and technical support in an environment with large demands on specialised expertise time and resources.
- Ensuring activities are implemented according to the budget, timeline and implementation parameters including the relevant operating manuals and guidelines.
- Ensuring the sustainability of actions undertaken.
- Implementing activities within the context of a multi hazards environment that impacts travel, gatherings, and supply chains.

Functional Relationships & Relationship Skills:

Key internal and/or external contacts	Nature of the contact most typical
External Key external contacts are: - Regional bodies such CROP Agencies such as SPREP, USP and PIFS - Principal charting authorities (PCA), e.g. Australian Hydrographic Services and Land Information New Zealand - Staff of International and Development Partners, e.g. World Bank, GeoScience Australia, CSIRO, Australian Bureau of Meteorology, World Meteorological Organisation, United Nation agencies, Asian Development Bank, UK MFAT, DFAT etc. - Research Institutes and Universities, e.g. CSIRO, USP, University of Sydney - NGOs and civil society groups across the region - Private sector organisations across the region. - Recipient beneficiaries in the countries - Media (national and regional)	- Consultation, reporting and negotiation - Direct national liaison - Service provision and support - Public relations - Strategic collaboration

• Crucial commercial Data and Software Entities such as Digital Globe, ESIRI, OpenGeo etc.	
Internal Key internal contacts are: • DEP contributing staff • Divisional Directors, Deputy Directors an team leaders • Professional staff from related SPC projects/divisions • SPC Operations and Management teams, in particularly, Finance, Legal (Procurement and EU PMU), HRSD, CCES	• Reporting, liaising, facilitating, coordinating, and negotiating

Level of Delegation:

Routine expenditure Budget: EUR 4.5M.

Budget Sign off Authority without requiring approval from direct supervisor: EUR 2,000

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:
• A Master's degree from a recognised institution (and/or equivalent work experience) in a discipline relevant to project/programme management, international development, natural resources management, climate or environmental science, remote sensing.	• Multiple qualifications (or equivalent work experience) encompassing a variety of strategic thinking, project management and monitoring disciplines. • Post-graduate qualifications in remote sensing.

Knowledge/Experience

Essential:	Desirable:
• At least 15 years in a similar program management position with complex multi-donor, multi-beneficiary projects ideally with experience in the Pacific Islands region. • Experience of managing projects being simultaneously implemented at multiple levels – regional, national, sub-national and community (including in remote island locations). • Thorough understanding of adaptive and results-orientated project management, including: project-cycles; log-frames; financial	• Effective communicator with experience in liaising and negotiating with Pacific Island countries. • Experience in managing multi donor funded projects • Understanding of development challenges facing the Pacific region in the context of the existing complex multi donor, multi project situation. • Experience in managing development assistance issues and capacity building in developing countries

forecasting and reporting; procurement and contract management; MERL; and risk management. • Understanding of applying gender and social inclusion approaches to development and mitigating adverse environmental impacts • Demonstrable experience in leading and motivating culturally and disciplinary diverse and dispersed teams. • Sound knowledge of organisational affairs and systems and processes. • Experience in managing and coordinating staff and their performance to achieve high productivity and ensure staff wellbeing. • Track record in contributing to and advocating for the open source software and open data ecosystem	• Knowledge of financial management systems, and managing projects across multiple currencies • Sound understanding of natural resource governance issues. • Substantial work experience with geospatial data and Earth Observations. • A strong understanding of the broader data ecosystem, including non-geospatial data, demonstrating a comprehensive approach to data management and governance within multi-disciplinary settings.

Key Skills/Attributes/Job Specific Competencies

The following levels would typically be expected for the 100% fully effective level:

Expert level	• Skills in complex results-orientated and adaptive project design, management, and implementation • Analytical, technical, and project management skills • Skills in prioritising, decision making, problem solving and managing risks • Interpersonal, liaison, networking, and relationship building skills in a multi-cultural environment, especially with Pacific Islanders • Written and oral communication skills, including good written English and the ability to write for and report to a variety of stakeholder hierarchies to a high standard • Expert knowledge enterprise-level software engineering and ICT solutions appropriate to the development of Pacific Islands • Confidence and ability to codesign and oversee large scale software engineering projects • Technical leadership and motivational skills
Advanced level	• Able to lead, mentor, and motivate a team comprising professionals and administrative staff • Strategic planning, facilitation, negotiation, and capacity building skills • Able to establish and streamline robust project management systems and processes • Able to effectively communicate and advocate on complex issues and solutions with a diverse range of technical and non-technical audiences • Ability to master new and upcoming data standards and technologies quickly • Capacity to facilitate and negotiate • Ability to work effectively in a cross-cultural environment • Aptitude for the provision of high quality service delivery and attention to detail • Ability to motivate, transfer skills and provide training
Working knowledge	• Computer skills, including with the Microsoft Office Suite and with project management software, information management and decision support software/tools • MERL within environments that have technology and capacity limitations • Familiarity with emerging issues regarding ISO data standards, cloud computing, big data practices

Awareness	• SPC Regulations and Policies • Financial management procedures for different donors • Commercial awareness Systems development, deployment and support of data/information products • Open source software and it's benefits to developing countries like PIC

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.