



## JOB DESCRIPTION

Job Title:	SER Outreach, Engagement and Communications Officer
Work Unit:	Climate Change and Environmental Sustainability Programme (CCES)
Responsible To:	Social and Environmental Responsibility senior Adviser (matrix line to Senior Internal Communications and Outreach Advisor)
Responsible For:	0
Job Purpose:	This position is an integral part of the SER team within CCES programme. The overall purpose of the role is to support the SER team in the valorisation of all SPC social, environmental and climate change related knowledge, including information in the forms of project content, publication or report, as well as the design of a robust management system of data, information and communication aligned with SPC SER policy and processes, including relevant platforms and existing tools.
Date:	October 2024

### Organisational Context and Organisation Chart

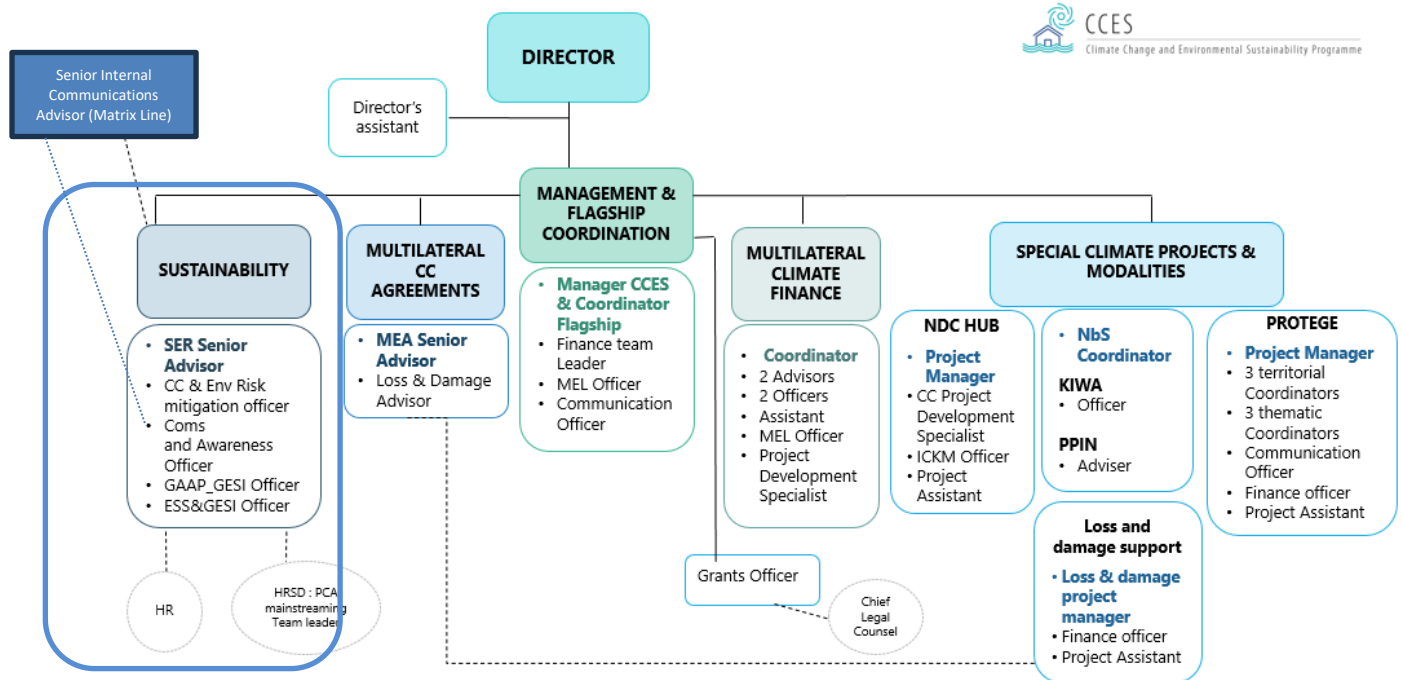
SPC is committed to bringing together our deep sectoral expertise, research, relationships, and implementation experience into Flagship Programmes. These programmes accelerate our efforts to address the challenges and opportunities facing the Blue Pacific in the 21st century and work together with our members and achieve impact for Pacific people. They support a transformation in our institutional effectiveness as part of SPC's Strategic Plan 2022-2031 and the 2050 Strategy for a Blue Pacific.

The threat of climate change demands SPC take a whole of organisation response to this critical regional challenge. SPC is in the process of developing and strengthening a more strategic and integrated approach of climate change, through a Climate Change Flagship Programme (CCFP). This flagship seeks to enhance climate change services and capability in a more holistic, strategic, and cohesive way.

The CCFP aims to bring greater visibility to the breath of SPC's climate change action and related resilience work, progress this in a manner consistent with the demand for ambition and support from members and leverage the commensurate resources to support this. This aligns directly to the implementation of KFA 1: "Resilience and Climate Action" which is at the centre of the new SPC Strategic Plan and should also help to more clearly define SPC's value add to the region in the climate change space and its complementarity with the capability and services of other regional architecture supporting our members. The Climate Change and Environmental Sustainability Programme (CCES) is charged with facilitating its development and implementation, however all divisions, teams and programmes of SPC are also contributing.

Within the CCES division, the Social and Environmental Responsibility (SER) unit oversees two key components. The social component is implemented through a People-Centred Approach (PCA) across all

SPC programmes, projects, and activities. It encompasses principles of Gender Equality, Social Inclusion, Culture, and Human Rights-based approaches to ensure that Pacific communities benefit equitably and fully. This is achieved by upholding the values of respecting, protecting, promoting, and fulfilling the rights of all Pacific peoples in their diversity. The environmental component focuses on biodiversity, natural resource protection, and environmental conservation. It is integrated into all SPC initiatives to ensure alignment with planetary boundaries and to actively address and mitigate the impacts of climate change.



**Key Result Areas (KRAs):**

The position of SER Awareness and Communications Officer works under the supervision of the SER senior adviser. This role requires close collaboration with all divisions to effectively promote social and environmental sustainability across SPC's programmes, projects, and activities. It encompasses building knowledge, fostering a culture of sustainability, and encouraging responsible behaviours and practices among staff, partners, and stakeholders.

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

Jobholder is accountable for	Jobholder is successful when
<b>KRA1 : SER Mainstreaming (40%)</b>	
<ul style="list-style-type: none"> <li>Support the development and implementation of engagement tools and capacity-building material to support the integration of social and environmental responsibility at institutional level in coordination with broader SPC approaches.</li> <li>Design and deliver SER inductions to enhance employees' awareness and ownership of social and environmental responsibility for sustainable practices.</li> <li>Support the development of guidelines and a community of practice regarding SER behaviour and capabilities.</li> <li>Support the implementation of SPC's environmentally responsible initiatives</li> </ul>	<ul style="list-style-type: none"> <li>Engagement tools and capacity-building materials are effectively developed and implemented in coordination with SPC Internal Outreach and Engagement strategy.</li> <li>SER inductions /SER training material are designed and delivered successfully, resulting in enhanced employee active participation in sustainable practices.</li> <li>Guidelines and community of practice are established and effectively used.</li> <li>New environmentally responsible initiatives are created and utilised throughout all SPC premises.</li> </ul>

<p>(including waste management system) across all premises through appropriate knowledge dissemination and process /guidelines development.</p>	
<p><b>KRA2: SER Awareness (30%)</b></p>	
<ul style="list-style-type: none"> <li>• Support the development of environmentally sustainable actions across SPC for raising awareness and team building within SPC offices and activities in coordinated manner with SPC’s Internal Communications and Outreach Advisor and relevant teams across the organisation.</li> <li>• Coordinate special events on social and environmental themes.</li> <li>• Support the collection of feedback and insights on SER-related actions within SPC to generate internal reports that inform ongoing strategies and support decision-making by highlighting progress and areas for improvement.</li> <li>• Establish and track key performance indicators (KPIs) to evaluate the impact of SER communication activities.</li> <li>• Design toolkits with resources and guidelines for divisions and staff to independently promote SER and facilitate integration within their teams.</li> </ul>	<ul style="list-style-type: none"> <li>• Sustainable actions are effectively implemented, raising awareness across SPC offices.</li> <li>• KPIs are tracked, providing measurable evidence of SER communication effectiveness.</li> <li>• Staff are continually trained on the environmental management system.</li> <li>• SER feedbacks are collated and actions designed based on staff contribution.</li> </ul>
<p><b>KRA 3: SER Communications (30%)</b></p>	
<ul style="list-style-type: none"> <li>• Develop and maintain reports, presentations, and communication materials to effectively communicate the organisation’s social and environmental initiatives, as well as social and environmental safeguards throughout all technical work.-Develop with the corporate communication division an up to date SER webpage for external audiences, including grievance mechanisms.</li> <li>• Support the development of environmentally sustainable actions across SPC for raising awareness and team building for SPC staff through all SPC premises and office locations.</li> <li>• Create targeted communication campaigns to promote environmentally and socially responsible thematics such as waste reduction, biodiversity conservation, gender equality, and inclusion.</li> </ul>	<ul style="list-style-type: none"> <li>• SER webpage and intranet is developed and maintained, providing accessible information for external audiences. Note: this is to be part of the broader SPC website and Intranet.</li> <li>• Targeted communication campaigns are effectively coordinated and drive engagement and behavioral change in coordination with centralized communications approaches internally and externally.</li> <li>• Reports, presentations, and communication materials effectively convey SPC’s social and environmental initiatives to diverse audiences.</li> </ul>

Note:

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):**

- Support the SER team on both social and environmental components.
- Engage with a wide range of SPC colleagues from technical divisions.
- Design of high-quality communication material to a variety of public.
- Approach all divisions with care to adapt the position to SPC needs addressing potential resistance.
- Navigate division-specific needs thoughtfully

**Functional Relationships & Relationship Skills:**

Key internal and/or external contacts	Nature of the contact most typical
<b>External</b> <ul style="list-style-type: none"> <li>• SPC Member Countries</li> <li>• Regional and International Partners</li> <li>• Development partner representatives</li> </ul>	<ul style="list-style-type: none"> <li>• Partner interaction and reporting</li> <li>• Collaborate on country specific activities and regional initiatives, communications plans, event coordination, training workshops, etc.</li> <li>• Inform on appropriate methods and approaches</li> <li>• Technical exchange, support, content writing, training workshops, etc.</li> </ul>
<b>Internal</b> <ul style="list-style-type: none"> <li>• SPC Directors</li> <li>• CCES staff</li> <li>• OMD staff</li> <li>• IKCM officers</li> </ul>	<ul style="list-style-type: none"> <li>• Obtaining advice on corporate communications policies and procedures</li> <li>• Collaborate, share knowledge, provide regular update, seek and provide guidance</li> <li>• Inform on stakeholder needs, emerging technologies</li> <li>• Share knowledge, challenges and update regularly</li> <li>• Contribute to programme meetings, communications and reporting</li> <li>• Maintain internal contacts</li> <li>• Collaborative report writing</li> <li>• Plan field schedules and logistics administrative</li> </ul>

**Level of Delegation:**

- Routine Expenditure Budget: 0 EUR
- Budget Sign off Authority without requiring approval from direct supervisor: 0 EUR

**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"> <li>• A Bachelor degree in communication, with experience in a relevant field such as climate change environmental management OR equivalent experience</li> </ul>	<ul style="list-style-type: none"> <li>• Master degree in communication</li> <li>• Knowledge in Social and environmental sustainability</li> <li>• Knowledge of project management</li> </ul>

## Knowledge/Experience

Essential:	Desirable:
<ul style="list-style-type: none"> <li>• A minimum of 5 years' experience in communication</li> <li>• Proven experience in supporting communications campaigns</li> <li>• Experience in Social and Environmental Responsibility at corporate level</li> <li>• Proven experience in networking, relationship building and partnership management with different stakeholders</li> <li>• Excellent communication skills in French and English (spoken and written)</li> <li>• Ability to mobilise various partners</li> <li>• Proven ability to work independently and as part of a team in a fast-paced and multicultural environment</li> <li>• Demonstrated commitment to gender equality and human rights based approaches.</li> <li>• Excellent interpersonal skills in the multicultural environment of the Pacific Islands.</li> <li>• Demonstrated competence in being well organized, works effectively under minimal supervision, able to multi-task, and effectively meet deadlines on multiple, and sometimes urgent requests for support.</li> </ul>	<ul style="list-style-type: none"> <li>• Work experience in the Pacific Islands region especially within regional organizations</li> <li>• Understanding the articulation of intergovernmental organisations</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>• Excellent command of French and English, both written and spoken</li> <li>• Design of impactful, interesting and clear communication messages to increase visibility of project activities</li> <li>• Motivation and ability to work on multiple dossiers</li> <li>• Ability to organise from design to implementation small medium to large size events within and outside SPC boundaries.</li> <li>• Fitness for use of high-quality service</li> <li>• High level of interpersonal skills and cultural sensitivity</li> <li>• Team player</li> </ul>
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Advanced level	<ul style="list-style-type: none"> <li>• Writing for a variety of audiences, e.g. donor reports, policies, feature articles, funding proposals</li> <li>• Relationship/staff management, communication and interpersonal skills: within CCES, with Divisional management and staff, and externally with development institutional partners</li> <li>• Ability to work independently and take initiatives</li> <li>• Ability to organise its priorities and working time</li> <li>• Ability to archive documents with a method that enables them to be retrieved easily</li> <li>• Flexibility and willingness to participate in various other tasks when needed</li> <li>• Ability to treat confidential information in a professional manner</li> <li>• Experience in organising events (workshops, seminars, conferences)</li> </ul>
Working knowledge	<ul style="list-style-type: none"> <li>• Ability to work effectively and diplomatically with different actors, internal and external stakeholders</li> <li>• Knowledge of gender and human rights approaches</li> <li>• Knowledge of environmental risks</li> <li>• Cooperation, collaboration with others and within own team</li> <li>• Quantitative and qualitative research methods and data analysis</li> <li>• Financial budgeting and reporting</li> </ul>
Awareness	<ul style="list-style-type: none"> <li>• Knowledge of the Pacific and SPC, and of development issues</li> </ul>

### Key Behaviours

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

- Commitment/ Accountability
- Professional/Technical Expertise
- Teamwork
- Customer Focus
- Effective Communications & Relationships

### Personal Attributes

- High level of professional integrity and ethics
- Friendly demeanour
- 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.