JOB DESCRIPTION

Job Title:	Programme Assistant (PacREF)
Division/Programme and Section/Project (if any):	EQAP
Location:	Suva
Reporting to:	Finance Officer
Number of Direct Reports:	This position does not involve supervision of staff.
Purpose of Role:	The job exists to manage and monitor administrative responsibilities that contribute to successful achievement of outcomes under the PacREF, through direct support of professional services provided by the Professional Officers and the EQAP Director and Principal Advisor
Date:	March 2019

Organizational Context and Organization Chart

The Pacific Community (SPC) is an international organization working for the well-being of Pacific people through the effective and innovative application of science and knowledge, guided by a deep understanding of Pacific Island contexts and cultures. SPC has 26 member countries and territories including 22 Pacific Island members

Background information concerning the position

The Pacific Regional Education Framework (PacREF) is a 12-year design agreed to by the Forum Education Ministers to direct education priorities across the region. EQAP, as one of the two regional institutions in the implementing partnership, has responsibility to lead the PMEL of the PacREF. This position is pivotal to the monitoring and subsequent success of the efforts. The previous framework, PEDF, from 2009 to 2015 was unsuccessful in part due to an inability to monitor activity and address needs based on tracking performance. This was a funding consideration as well as a reluctance on the part of leaders to share information about their education systems. This role is a direct response to those two concerns and will be instrumental in bringing the PacREF implementation through a successful first phase 2019-2022.

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EQAP
Director
  |
Finance
Officer
  |
Programme
Assistant
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Key Result Areas (KRAs):

1) **Data verification and quality assurance.**
2) **Process management**
3) **Administrative Support**
4) **Communications**
5) **Financial Operations support**

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

Jobholder is accountable for	Jobholder is successful when
KRA#1 **Data verification and quality assurance.** a) Coordination of collection of education-related data from a variety of sources for collation, verification and reporting b) Verify data for accuracy and integrity, on collection and reporting.	• *Verification and results/report extraction are completed accurately and professionally, and within prescribed time frame.*
KRA#2 **Process management** a) Manage and troubleshoot workflows b) Laisse with multiple stake holder to ensure adherence to time lines	• *Effective support provided to PacREF MEL workflow management process* • *Effective coordination with stakeholders and timely updating of workplan information*
KRA#3 **Administrative Support** a) Provide logistical support for programme activities, in terms of travel and accommodation logistics for POs and participants. b) Coordinate the workflow of the PacREF MEL activities cycle. c) Maintain a system of filing of physical as well as electronic records inclusive of scholarships applications d) Transfer information from records into M&E templates. (Meeting Minutes, Meeting rooms register and settings, Housekeeping on meeting rooms) e) Support prepare meeting papers and record minutes of meetings.	• *Enquiries are attended to in an efficient, friendly and professional manner.* • *Effective support provided to finance and administration.* • *Ensuring meeting preparation and minute taking* • *Maintain an efficient filing system* • *Assisting to ensure that M&E reports are maintained and up to date*

KRA#4	
4) Communications a) Communicate with focal points in various countries and staff of SPC. b) Communicate with stakeholders to ensure the production of quality materials and their timely dispatch to the countries. c) Liaise with relevant national and international agencies to share and solicit relevant information. d) Coordinate registration and distribution of documents and Knowledge materials	• *Communication about EQAP PO travels are made efficiently with relevant stakeholders* • *Materials are printed and dispatched to countries and/or designated recipients with no or minimal issues* • *Necessary information are obtained from relevant agencies as and when required* • *outgoing reports and communication are in appropriate format and consistently registered*
KRA#5 **5) Financial Operations Support** a) Assist EQAP Finance in raising Purchase Orders in Navision for all expenses. b) Organise procurement of quotations, stationery and provision of payments. c) Assist in the procurement of required services from various government ministries and NGOs. d) Vendors and suppliers communications management	• *Purchase orders are raised as and when required* • *Stationeries are available when needed and vendors are paid on a timely basis* • *Required services from NGOs, various government Ministries and other clients are available in a timely manner* • *Efficient communications with vendors and suppliers.*

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):

Most challenging duties typically undertaken:

• Ensuring that all activities are coordinated with country offices and development partners, with many different stakeholders involved, frequently in higher positions of the position holder

• Balancing 'urgent' duties delegated by Professional Officers when the need arises, alongside core responsibilities

• Tracking complex workflows and dependencies for the PacREF.

Functional Relationships & Relationship Skills:

Key internal and/or external contacts	Nature of the contact most typical
External Key external contacts are: • USP PacREF Coordinating Unit • Pacific Islands Ministries of Education • Donor organisations – DFAT, NZ MFAT • Education partners - UNICEF, UNESCO, WB, APTC • School of Education and Institute of Education, University of the South Pacific • Airline partners • Printeries	• Communications regarding logistics and workflows • Discussions about work tracking • Meetings for reports and updates on progress of work program

• Accommodations / Hotels • Stationery Vendors	
Internal Key internal contacts are: • EQAP Director • EQAP Principal Advisor • EQAP Management Team • Corporate Services team • EQAP Admin Team • ICT team • Curriculum and Assessment Team • Research and Policy Team • SPC OMD	• Communications regarding logistics and workflows • Discussions about work tracking • Meetings for reports and updates on progress of work program

Level of Delegation:

The position holder is a Programme Assistant so does not delegate responsibilities to anyone else.

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 relevant Diploma from a recognised tertiary institution e.g. Diploma in Administration, Management, Business/Business studies, Diploma in Communications, Diploma in Office Management etc	• A Bachelor's degree in Administration, Business, Management or Communications

Knowledge/Experience

Essential:	Desirable:
• At least 3 years of experience working in the area of administration and/or management preferably in an area of education • Experience in analyzing and synthesizing information for meaningful reporting • Experience in negotiating with adults from different ethnic, cultural and educational backgrounds • Knowledge and competency of advanced information technology tools, including word processing, spreadsheets, power point presentations and databases • Proven verbal and written presentation and communications skills in English.	• Ability to work towards and meet multiple project deadlines • Ability to learn and quickly master new information technologies as they develop • Ability to work as a team member in a collaborative work environment • Ability to work under pressure in a demanding work environment • French language competencies

• Proven record of punctuality and commitment to the work through good record of attendance at the work place and related professional activities. • Proven record of efficiency, attention to details and accuracy in carrying out all duties	

Key Skills/Attributes/Job Specific Competencies

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

Expert level	• Positive professional attitude for the provision of high quality service.
Advanced level	• A flexible approach and a willingness to assist with a variety of other tasks within SPC
Working knowledge	• A high level of interpersonal skills and cultural sensitivity; • Ability to set priorities and work successfully with minimal supervision; • Ability to work within timelines and to respond to stakeholders needs in a timely fashion. • Commitment to continuous improvement.
Awareness	• Ability to work well with all EQAP staff • Excellent oral and written communication skills; • Ability to deal with confidential information in a professional manner; • Ability to maintain professional neutrality.

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
- Physically fit
- The ability to work in a team
- Clear and effective communicator
- Ability to think and make good decisions on the spot

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.

Approved:

_____   _____

Manager/Supervisor   Date

_____   _____
Employee   Date