



Pacific
Community
Communauté
du Pacifique

JOB DESCRIPTION

Job Title:	Pacific Island Language Service Officer
Division/Programme and Section/Project (if any):	Translation and interpretation Team, Information Services
Location:	Noumea, New Caledonia
Reporting to:	<i>Translation Coordinator</i>
Number of direct reports:	0
Purpose of role:	Identify and establish a list of language professionals. Enable SPC Divisions access to linguistic services in Pacific Island languages. Facilitate the development of information and communication products that allow SPC's technical and scientific teams to target local communities and promote community outreach.
Date:	<i>November 2022</i>

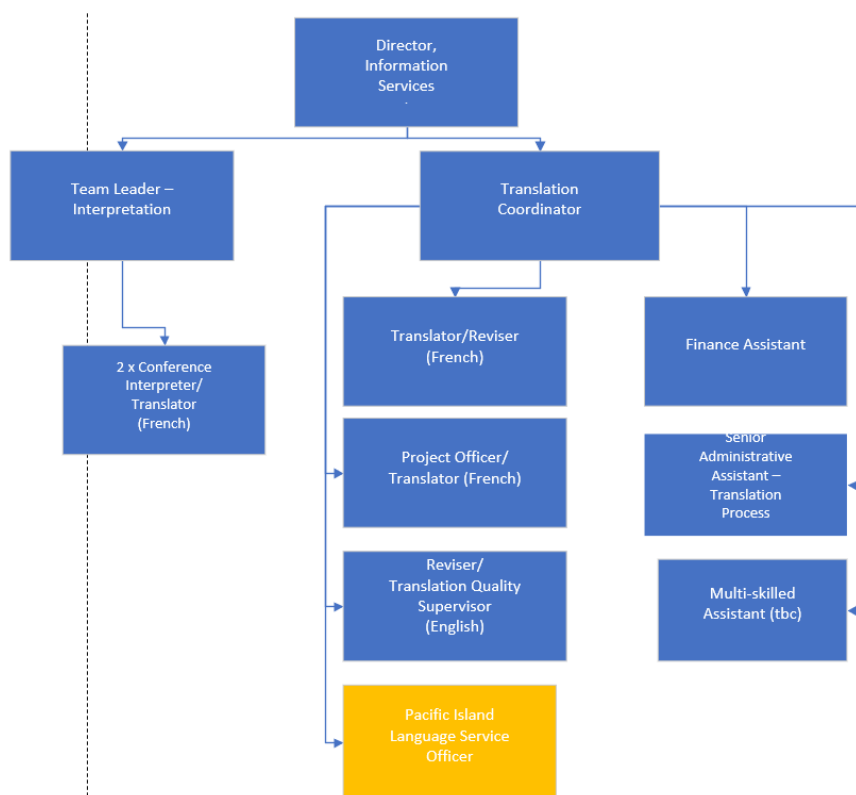
Organizational Context and Organization Chart

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 such areas as fisheries science, public health surveillance, geoscience, and conservation of plant genetic resources for food and agriculture.

Within the Operations and Management Directorate (OMD), which provides corporate services to all SPC Divisions and Programmes, the Information Services consist of the following teams: ICT, General Administration, Publishing/Library/Printery, **Translation-Interpretation**, and Event Management.

The project, 'Reaching out to local communities—Building a network of Pacific Island language providers for community outreach products', is supported by the New Zealand Ministry of Foreign Affairs and Trade (MFAT) and the Pacific Community (SPC), through the Funding with Intent (FIT) initiative.

Pacific Island communities often lack timely and relevant information in native, local or national languages, which hampers participation in effective community-led decision-making. SPC supports governments, administrations and local networks plan information strategies and produce awareness materials that empower Pacific Island communities by adapting key sustainable development concepts in locally relevant and appropriate ways. While SPC offers language services in both English and French, SPC's scientific and technical divisions often need to develop community awareness products in local Pacific Island languages, but lack an adequate network of high-quality language service providers able to translate into vernacular languages. SPC proposes to identify and define a roster of Pacific Island language professionals to build a network of practitioners. The network could also be made available to other CROP agencies as appropriate.



Key Result Areas (KRAs):

- Building a roster of Pacific Language professionals for SPC Divisions and other partners as relevant (35%)
- Managing the procurement process to source Pacific Island Language Service Providers (30%)
- Developing quality control and monitoring mechanisms and tools to update the list of Pacific language service providers in the future (15%)
- Acquiring core skills in translation and editing processes (10%)
- Acquiring marketable and transferable practical skills and knowledge that can be applied in a diverse range of settings (10%)

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

Jobholder is accountable for	Jobholder is successful when
<p>1. Building a network of Pacific Language professionals for SPC Divisions and other partners as relevant (35%)</p> <ul style="list-style-type: none"> Consult with SPC Divisions to identify their needs for Pacific language providers for outreach products and identify target languages to be prioritised. Reach out to relevant stakeholders within the region (e.g. international organisations, government departments, public cultural services and institutions and universities). Establish a roster of language professionals for Pacific languages, for one or more activities as follows: translation, editing, reviewing documents drafted by SPC technical staff, producing text in native languages that could be reviewed by technical staff, proofreading laid-out documents, voice recording for audio/video products. 	<ul style="list-style-type: none"> A roster of language professionals for Pacific languages, able to perform one or more required services, is established, with at least two contacts for each prioritised language, whenever possible. The job holder contacts and maintains relationships with relevant cultural and linguistic stakeholders (e.g., government departments and agencies, cultural centres) within the region, so that they can collect information on potential providers and update the stakeholders on progress in establishing/maintaining the list of Pacific language specialists. SPC Divisions have access to a list of Pacific language specialists, that they can engage.

<ul style="list-style-type: none"> • Develop brief country factsheets as reference for divisions, including details on target languages, context, and linguistic usages (e.g., used languages in oral/written communication). • Socialise the network with SPC Divisions and other partners, such as CROP organisations or local cultural centres, for them to reach out to the providers as necessary. 	<ul style="list-style-type: none"> • SPC Divisions have access to brief country factsheets including details on target languages, context, and linguistic usages. • Information is shared with divisions on the list developed, including through an intranet post and online/in-person meetings, and with other partners as appropriate.
<p>2. Managing the procurement process to source Pacific Island Language Service Providers (30%)</p> <ul style="list-style-type: none"> • In consultation with the Noumea Procurement Team, select the appropriate procurement process for sourcing Pacific Island Language specialists. • Under the supervision of the Translation Coordinator, draft the Terms of Reference for the procurement process, in consultation with relevant contact points within divisions (incl. HRSD, FAME and PHD). • Launch and support, for the Translation Team, the selection process with the Procurement Team, with the help of the Translation Coordinator. • Take part in the evaluation committee to assess applications • Define the list of selected providers and appropriate control mechanisms. 	<ul style="list-style-type: none"> • The appropriate procurement process is discussed and defined with the Procurement Team in Noumea. • The Terms of Reference for the procurement of services are drafted and cater for a wide range of divisional needs. • The job holder represents the procuring section during the procurement process, in accordance with the SPC Procurement Policy, and takes part in the assessment process (evaluation committee) for the selection of providers. • The language providers are selected, and the list/roster of providers is established.
<p>3. Developing quality control and monitoring mechanism and tools to update the list of Pacific language service providers in the future (15%)</p> <ul style="list-style-type: none"> • List contact points within SPC Divisions. • Define criteria to help contact points within divisions ensure quality control of products delivered. • Define a process to enable yearly/ad hoc review of the list of selected providers to ensure they still meet SPC requirements. 	<ul style="list-style-type: none"> • A list of relevant contact points (communication/outreach officers) within SPC Divisions is available and shared with relevant stakeholders • All contact points within Divisions have access to assessment criteria for products delivered by the language providers • The detailed mechanism has been defined by the job holder and will enable annual/ad-hoc review of the providers
<p>4. Acquiring core skills in translation and editing processes (10%)</p> <ul style="list-style-type: none"> • Take part in flagship projects of the Translation Team (e.g., Results Report), in cooperation with the Publishing Team, for the job holder to learn about translation processes and document publishing cycle at SPC • Build the job holder's capacities in translation and publishing through best practices workshops with the experts from the SPC Translation and Publishing Teams. 	<ul style="list-style-type: none"> • The job holder is involved in flagship projects of the Translation Team and is aware of at least five best practices in translation and in editing • The job holder can provide a global assessment of the overall quality of translated/edited documents delivered based on professional criteria

<ul style="list-style-type: none"> Gain knowledge on SPC translation tools, such as the terminology base SPCTerm 	<ul style="list-style-type: none"> The job holder is familiar with the SPC terminology base and gains working knowledge of the specialised tools used by the Translation Team
<p>5. Acquiring marketable and transferable practical skills and knowledge that can be applied in a diverse range of settings (10%)</p> <ul style="list-style-type: none"> Build capacities in corporate/organisational procurement processes and rules Build capacities in all the above-mentioned areas Build and maintain relationships with internal and external contact points Develop contacts with high-level technical experts within SPC and language specialists of the Pacific Support the development of thorough quality control processes 	<ul style="list-style-type: none"> SPC rules and policies are adhered to, and the job holder becomes familiar with best practices in international procurement processes and in SPC specialised areas Divisions within SPC are satisfied with the deliverables (list, factsheets) Successful relationships with internal and external contact points are built and maintained

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"> Using a thorough and precise process, listing divisional needs as well managing/following up on the procurement process for language providers. Excellent networking and interpersonal skills when communicating with internal and external stakeholders and language providers. Maintaining efficient and timely communication with SPC technical teams, before, during and after the procurement process is launched to source language service providers. Exercising judgement. Developing a robust quality control and monitoring mechanism for the language service providers. Ensuring divisional needs for Pacific Island Languages are met.
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Functional Relationships & Relationship Skills:

Key internal and/or external contacts	Nature of the contact most typical
<p>External</p> <ul style="list-style-type: none"> Key cultural and language institutes/stakeholders in the Pacific region Potential language service providers, freelance providers CROP agencies as relevant 	<ul style="list-style-type: none"> Contact and network with key stakeholders; share information; share the list with interested stakeholders once established Inform providers on the value of applying for SPC procurement process
<p>Internal</p> <ul style="list-style-type: none"> Translation and Interpretation Team Publishing Team Technical teams/Divisions Procurement Team (Noumea) All other SPC staff members 	<ul style="list-style-type: none"> Discuss process and provide regular updates on progress, incl. on the procurement process Discuss and identify needs of SPC Divisions; communicate on progress

	<ul style="list-style-type: none"> • Socialise the list with relevant teams/staff members • Define and launch the procurement process for language service providers
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Level of Delegation:

Routine Expenditure Budget: Zero

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

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"> • Degree in anthropology, development studies, Pacific Studies, Pacific Island languages and/or linguistics or Pacific Island cultures, preferably with a translation component, in Social Sciences with a focus on the Pacific Islands, OR in related area 	<ul style="list-style-type: none"> • Master's degree or equivalent in anthropology, development studies, Pacific Studies, Pacific languages or Pacific cultures, preferably with a translation component, in social sciences with a focus on the Pacific Islands, OR in related area • Other qualifications relevant to SPC's areas of work

Knowledge/Experience

Essential:	Desirable:
<ul style="list-style-type: none"> • At least 7-8 years of experience in cultural management, teaching Pacific Studies/Languages in a tertiary institution, working as an academic specialised in Pacific cultures or languages, OR working as a high-level consultant in Pacific cultures • Excellent command of English • Knowledge of (a) Pacific language/languages • Very good knowledge of Pacific context and cultures • Interpersonal skills and cultural awareness • Good knowledge of the Microsoft Office suite • Ability to work quickly and efficiently under pressure • Ability and willingness to learn and adapt to new technologies and methodologies 	<ul style="list-style-type: none"> • Excellent command of French • Experience with procurement processes in private or public entities • Experience and awareness of communication techniques relevant to Pacific Island communities • Familiarity with development issues in the Pacific region • Experience in project management • Experience working with an international or regional development organisation, NGO, government ministry or CROP agency in the Pacific region

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">• Strong planning and organisational skills• Aptitude for the provision of high-quality service• Excellent communication skills, both written and oral• Motivation and ability to work on multiple tasks• High level of interpersonal skills and cultural sensitivity•
Advanced level	<ul style="list-style-type: none">• Computer literacy, including Microsoft Office• Project management skills
Working knowledge	<ul style="list-style-type: none">• Community participation• Computer literacy and related project management software• Ability to work effectively and diplomatically with different actors, internal and external stakeholders• Gender and community participation• Procurement processes and best practice• Translation/Editing and/or editing tools
Awareness	<ul style="list-style-type: none">• SPC Regulations and Policies

Key Behaviours

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

- Solid communication and interpersonal Skills
- Teamwork
- Ability to work independently
- Promotion of equity and equality
- Judgement and decision-making
- Building individual capacity

Personal Attributes

- Thorough and conscientious
- High level of professional integrity and ethics
- Friendly demeanour
- Demonstrated high-level commitment to customer service
- A high level of enthusiasm to learn new skills and develop professionally i

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.