



Pacific
Community
Communauté
du Pacifique

JOB DESCRIPTION

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| Job Title: | Senior Programme Assistant |
| Division/Programme: | Educational Quality and Assessment Programme |
| Location: | Suva, Fiji |
| Reporting to: | Team Leader Finance, EQAP Division |
| Number of Direct Reports: | 0 |
| Purpose of Role: | The job exists to manage and monitor administrative responsibilities that contribute to successful achievement of outcomes for the various sections in EQAP, through direct support of professional services provided by the Professional Officers and the EQAP Director. |
| Date: | March 2023 |

Organisational Context

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

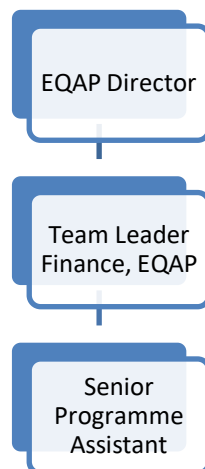
The Educational Quality and Assessment Programme (EQAP) leads The Pacific Community's (SPC) efforts to improve the quality of education in Pacific Island countries and territories contributing to the achievement of SPC's vision, mission and development goals, and PICT's education goals.

EQAP fulfils a unique and important role as a regional public good, supporting the quality of regional and national education in the Pacific. EQAP provides a dual role – supporting PICTs' efforts to strengthen their education systems while also providing services for regional and national education systems when individual countries do not, and in some cases may never, have the necessary systems, processes and capabilities.

EQAP focuses on supporting the Pacific region and PICTs to achieve three key and inter-related education quality outcomes related to education policy, planning and management; the assessments of students, teachers and schools; and secondary and post-secondary qualifications. To meet SPC's mission and needs of PICTs, EQAP also continuously strengthens its own knowledge and expertise, an essential ingredient to enable EQAP to fulfil its mandate and realise the three education quality outcomes.

This position of Senior Programme Assistant is a full-time position providing day-to-day Data verification and quality assurance support to several ongoing projects under the EQAP business plan.

Organisation Chart



Key Result Areas (KRAs):

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

1. Data verification and quality assurance
2. Support with management of clients and partners and annual work planning
3. Administrative Support
4. Communications
5. Financial Operations Support

| Jobholder is accountable for | Jobholder is successful when |
|--|--|
| KRA 1: Data verification and quality assurance (25%) <ul style="list-style-type: none"> • Coordination of collection of education-related data from a variety of sources for collation, verification and reporting. • Verify data for accuracy and integrity, on collection and reporting. | 1.1 Verification and results/report extraction are completed accurately and professionally, and within prescribed time frame. |
| KRA 2: Support with management of clients and partners and annual work planning (25%) <ul style="list-style-type: none"> • Manage and troubleshoot workflows • Liaise with multiple stakeholders to ensure adherence to timelines. • Work with team leaders to provide the necessary support on the planning, budgeting, and monitoring of the activities. • Provide effective support in order to maintain and strengthen partnerships with clients and stakeholders | 2.1 Team meetings are participated in, and records of discussions are created and maintained. 2.2 Provides support on the development of the workplan and annual budget. 2.3 Creates the mural chart for the annual workplan. 2.4 Enters the annual workplan on EQIRIS. 2.5 Provides support on monitoring the progress of activities and budget progressively. 2.6 Liaises with and provides appropriate support to partners and clients. 2.7 Receives and maintains records of payments from clients and partners. 2.8 Liaises with clients and partners on contractual obligations, progress of work and payments. |

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| <p>KRA 3: Administrative Support (20%)</p> <ul style="list-style-type: none"> • Provide logistical support for programme activities, in terms of travel and accommodation logistics for POs and participants. • Coordinate the workflow of the project. • Maintain a system of filing of physical as well as electronic records inclusive of scholarships applications. • Transfer information from records into M&E templates. (Meeting Minutes, Meeting rooms register and settings, Housekeeping on meeting rooms). • Support preparation of meeting papers and record minutes of meetings. | <p>3.1 Enquiries are attended to in an efficient, friendly and professional manner.</p> <p>3.2 Effective support provided to finance and administration.</p> <p>3.3 Ensuring meeting preparation and minute taking.</p> <p>3.4 Maintain an efficient filing system.</p> <p>3.5 Assisting to ensure that M&E reports are maintained and up to date.</p> |
| <p>KRA 4: Communications (15%)</p> <ul style="list-style-type: none"> • Communicate with focal points in various countries and staff of SPC. • Communicate with stakeholders to ensure the production of quality materials and their timely dispatch to the countries. • Liaise with relevant national and international agencies to share and solicit relevant information. • Coordinate registration and distribution of documents and Knowledge materials. | <p>4.1 Communication about EQAP PO travels is made efficiently with relevant stakeholders.</p> <p>4.2 Materials are printed and dispatched to countries and/or designated recipients with no or minimal issues.</p> <p>4.3 Necessary information is obtained from relevant agencies as and when required.</p> <p>4.4 Outgoing reports and communication are in appropriate format and consistently registered.</p> |
| <p>KRA 5: Financial Operations Support (15%)</p> <ul style="list-style-type: none"> • Assist EQAP Finance in raising Purchase Orders in Navision for all expenses. • Organise procurement of quotations, stationery and provision of payments. • Assist in the procurement of required services from various government ministries and NGOs. • Vendors and suppliers communications management | <p>5.1 Purchase orders are raised as and when required.</p> <p>5.2 Stationeries are available when needed and vendors are paid on a timely basis.</p> <p>5.3 Required services from NGOs, various government Ministries and other clients are available in a timely manner.</p> <p>5.4 Efficient communications with vendors and suppliers.</p> |

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
- Liaising with applicants, professional officers, external contractors and staff of SPC to ensure timely processing of applications.

Functional Relationships & Relationship Skills:

| Key internal and/or external contacts | Nature of the contact most typical |
|--|--|
| External Key external contacts are: <ul style="list-style-type: none"> • Member countries Ministries of Education, Heads of Assessment and Curriculum Units, Heads of Teacher Colleges, and National Qualification Authorities • ACER Technical team • Airlines, Airfreights, Printeries, Accommodations / Hotels, Stationery Vendors | <ul style="list-style-type: none"> • Communications regarding logistics and workflows • Discussions about work tracking • Meetings for reports and updates on progress of work program • Communication regarding contracts and provision of services |
| Internal Key internal contacts are: <ul style="list-style-type: none"> • EQAP Director • EQAP Principal Advisor • EQAP Management Team • Corporate Services team • EQAP Admin Team • ICT team • EQAP Team Leaders • SPC OMD • EQAP Communications Assistant | <ul style="list-style-type: none"> • Drafting of Contracts • Data entry • Vetting applications |

Level of Delegation:

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

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: |
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| <ul style="list-style-type: none"> • A Bachelors degree in a relevant field such as information systems, administration or business management/commerce from a recognised institution | |

Knowledge/Experience

| Essential: | Desirable: |
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| <ul style="list-style-type: none"> • At least 3 years of experience working in the area of projects, administration and/or management preferably in an area of education • Experience in analysing and synthesising information for meaningful reporting • Experience in negotiating with individuals from different ethnic, cultural and educational backgrounds • Experience in negotiating with people 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. • 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 | <ul style="list-style-type: none"> • 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 |

Key Skills/Attributes/Job Specific Competencies

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

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| Expert level | <ul style="list-style-type: none"> • Positive professional attitude for the provision of high-quality service |
| Advanced level | <ul style="list-style-type: none"> • A flexible approach and a willingness to assist with a variety of other tasks within SPC |
| Working knowledge | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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 Behaviors

*All employees are measured against the following **Key Behaviors** 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.