

## JOB DESCRIPTION

<b>Job Title:</b>	Information and Publications Officer
<b>Division/Team:</b>	Statistics for Development Division (SDD) Statistics Infrastructure and Dissemination (SID)
<b>Location:</b>	Noumea, New Caledonia
<b>Reporting to:</b>	Manager Statistics Infrastructure and Dissemination
<b>Number of Direct Reports:</b>	0
<b>Purpose of Role:</b>	Coordinate and deliver SDDs graphic design and layout functions working closely with SPC's Corporate Publications team, consultants and vendors; Maintain the SDD website and document library up to date and manage SDD's "Live Chat" function; Provide training to National Statistics Offices regarding graphic design and publication best practice.
<b>Date:</b>	October 2024

### 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 member countries and territories. In pursuit of sustainable development to benefit Pacific people, our organisation works across more than 20 sectors. We are known for our knowledge and innovation in such areas as fisheries science, public health, geoscience and agriculture.

The **Statistics for Development Division (SDD)** comprises 30-45 long term staff within the Pacific Community (SPC). Its key objective is for the region to meet the outcome set out in the 2022-2030 Pacific Statistics Strategic Framework:

**“Strong Pacific Island statistics systems that meet local and global needs for evidence-based policy, planning and monitoring”**

The SDD is organised in three professional/technical teams. These are:

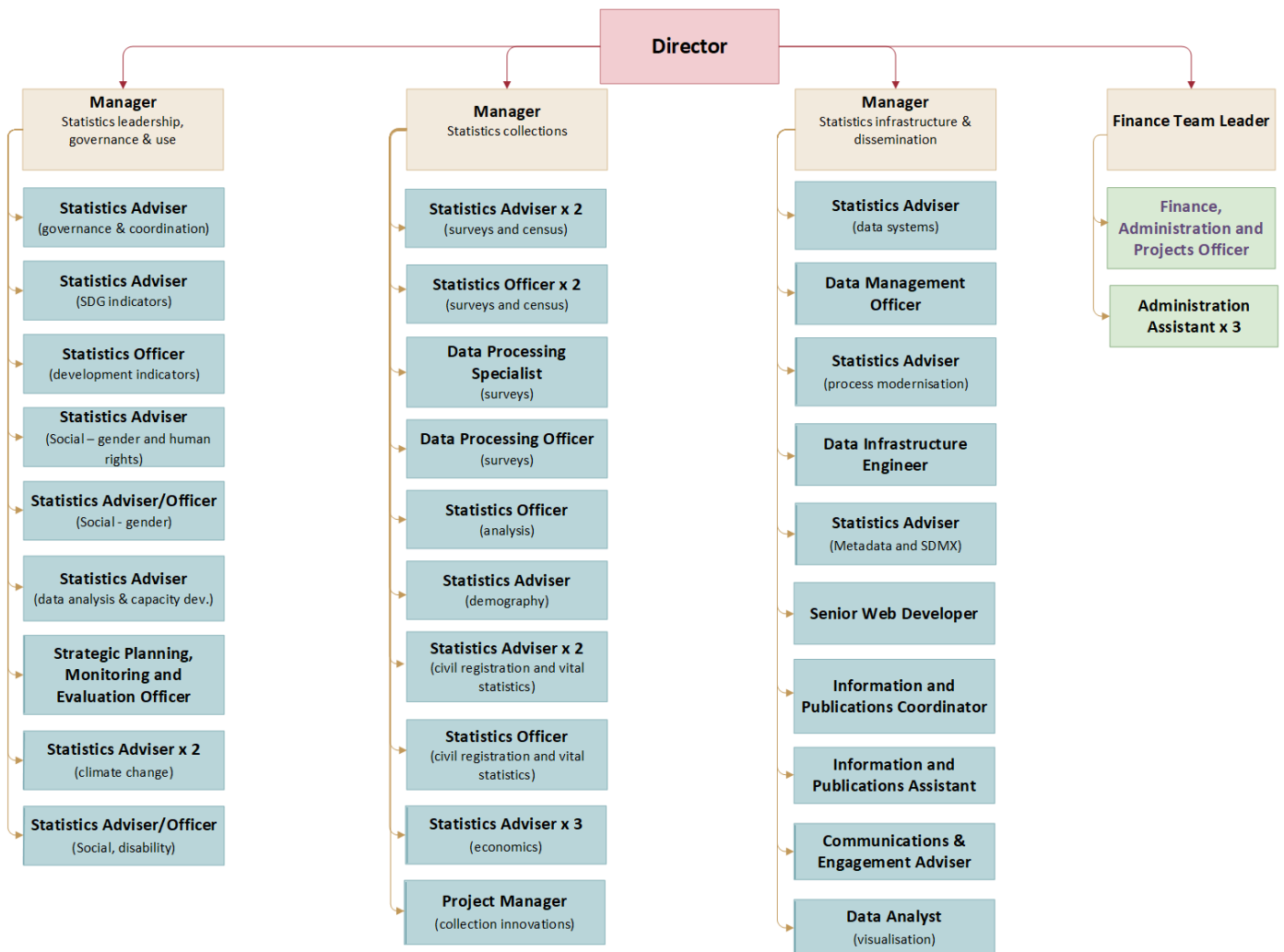
- Statistics leadership, governance and use
- Statistics collections (including census, survey and administrative data)
- Statistics infrastructure and dissemination

Each team is led by a manager accountable for staff and other resources to deliver results against their work program. A fourth, small team is responsible for office management, finances and administrative support.

All teams work in close cooperation with each-other and support each other to meet their objectives. In addition to their work programmes, managers are held accountable for delivery against SDD's "ways of working" objectives, which may change from time to time but in 2024 are:

- Develop a high performing Division that works as a team
- Mainstream good modern data practice
- Strengthened engagement and partnerships with donors and stakeholders
- Make the most of available resources

### Statistics for Development Division organisational chart



### Key Result Areas (KRAs):

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

Jobholder is accountable for	Jobholder is successful when
------------------------------	------------------------------

<p><b>KRA#1 Coordinating graphic design, layout and illustration services (30%)</b></p>	<ul style="list-style-type: none"> <li>• Design and layout of SDD publications is coordinated with Information and Publications Assistant and across all publishing products</li> <li>• Design briefs for projects are defined, structured and conceptualised effectively</li> <li>• Workflows are accurately recorded for all work conducted, in accordance with developed systems and procedures</li> <li>• Job requests are responded to and actioned in a timely and efficient manner, and clients are kept up to date with progress</li> <li>• Client expectations are managed throughout project stages, reporting high satisfaction with the design and layout services provided, with positive feedback and minimal revisions required</li> <li>• High-quality, bilingual publications are designed for a range of formats using appropriate software</li> <li>• SPC's procurement procedures are followed, and contracts are well managed and delivered on time</li> <li>• Project quality control stages are managed according to accepted standards and SPC requirements</li> </ul>
<p><b>KRA#2 Graphic design and layout (30%)</b></p>	<ul style="list-style-type: none"> <li>• High-quality design elements such as charts, infographics, and other visual content are created in a responsive and timely manner, while maintaining appropriate insights/meaning</li> <li>• Publications are accurately and appropriately presented to assist understanding of scientific and technical information</li> <li>• Technical skills are kept up to date</li> </ul>
<p><b>KRA #3 Information and Knowledge Management (20%)</b></p>	<ul style="list-style-type: none"> <li>• The SDD website remains consistently updated, with content that is current, accurate, and easily accessible, reflecting effective collaboration with subject matter specialists, SDD Web Developer and Communications and Engagement Adviser</li> <li>• The SDD document library is well organised, regularly updated, and effectively meets the needs of staff and external users</li> <li>• The “Live Chat” function is actively managed, with prompt and accurate responses provided, leading to high user satisfaction</li> <li>• Announcements of meetings, workshops, and other events are consistently posted on time, with positive feedback from stakeholders</li> </ul>

<b>KRA#4 Adherence to SPC's visual identity and its publishing and information knowledge management policies (10%)</b>	<ul style="list-style-type: none"> <li>• Documents reflect SPC's corporate visual identity and branding</li> <li>• Document deficiencies are identified, and appropriate corrective actions are identified and applied</li> <li>• Consultation is undertaken, where appropriate, with corporate communications and divisional design and communication teams throughout the design and publishing process</li> <li>• Working files are organised and archived with appropriate metadata</li> </ul>
<b>KRA #5 Training and support (10%)</b>	<ul style="list-style-type: none"> <li>• Ongoing support and guidance to National Statistics Offices leads to measurable improvements in their publication outputs, with successful coordination observed with the SDD Communications and Engagement Adviser and SDD Web Developer</li> <li>• Workshops are well-received, with participants demonstrating improved skills and knowledge in graphic design and publication best practices</li> </ul>

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"> <li>• Thinking creatively</li> <li>• Managing many projects simultaneously</li> <li>• Maintaining positive relationships with clients and stakeholders, effectively managing expectations and deliverables.</li> <li>• Ensuring high-quality, consistent design work that adheres to SPC's publishing standards and cultural sensitivities.</li> <li>• Overseeing the coordination of publications projects including editing, graphic design, layout and printing</li> <li>• Using a range of design software, online web and content tools, and learning new programmes as required</li> <li>• Oversee workplan of Information and Publications Assistant and delegate work as appropriate without direct reporting line</li> </ul>
--

**Functional Relationships & Relationship Skills:**

Key internal and/or external contacts	Nature of the contact most typical
<b>Internal</b>	
<ul style="list-style-type: none"> <li>• SDD colleagues</li> <li>• Corporate Publications Team</li> </ul>	<ul style="list-style-type: none"> <li>• Work closely with managers and technical specialists</li> <li>• Liaise with editors, graphics team, translation, SPC Printery and contractors</li> <li>• Explaining, gaining cooperation, reporting, collaborating, assisting</li> </ul>
<b>External</b>	
<ul style="list-style-type: none"> <li>• Freelance editors and designers</li> <li>• Members, primarily national statistics offices</li> <li>• General public</li> </ul>	<ul style="list-style-type: none"> <li>• Development and communication of client design briefs</li> <li>• Train</li> <li>• Following-up on requests for information and statistics</li> </ul>

	<ul style="list-style-type: none"> <li>Gaining cooperation, resolving minor conflicts, reporting, liaising, collaborating, capacity development</li> </ul>
--	--

**Level of Delegation:**

Routine Expenditure Budget: EUR 0

Budget Sign off Authority without requiring approval from direct supervisor: EUR 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:
<ul style="list-style-type: none"> <li>Degree in graphic design or similar field</li> </ul>	<ul style="list-style-type: none"> <li>Project management and/or Knowledge Management certification</li> <li>Information and knowledge management certification</li> </ul>

**Knowledge/Experience**

Essential:	Desirable:
<ul style="list-style-type: none"> <li>7 years' experience working as a Graphic Designer in a similar context</li> <li>Adobe-certified in InDesign, Illustrator and Photoshop</li> <li>Demonstrable experience translating complex data into engaging visualisations with tools such as Illustrator, Dataly, Microsoft Power BI, DataWrapper etc.</li> <li>Demonstrable experience working with editorial, design and translation teams</li> <li>Strong theoretical and practical knowledge of technical graphic design principles and elements, including typography, font selection and RGB and CMYK know-how</li> <li>Strong knowledge of pre-press and printing design requirements</li> <li>Proven ability to work independently and as part of a team in a fast-paced, multi-cultural and gender-sensitive environment.</li> <li>Ability to think creatively and deliver clever, contemporary concepts</li> <li>Strong working knowledge of the Microsoft Office 365 suite, especially PowerPoint, Excel and Word</li> <li>Fluent communication skills in English</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of the development sector and statistical data.</li> <li>Awareness of Pacific design and regional contexts.</li> <li>Experience working in the Pacific region.</li> <li>Experience updating and managing content with content management systems such as Drupal or Wordpress</li> <li>Experience managing digital libraries</li> <li>A working knowledge of French.</li> <li>A Pacific Island language</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>• Creativity</li> <li>• Technical graphic design skills</li> <li>• Project coordination skills</li> <li>• Adobe InDesign, Illustrator, Photoshop and Figma</li> <li>• Microsoft suite (especially Word, PowerPoint and Excel)</li> <li>• Interpersonal skills and relationship management</li> <li>• Information and knowledge management</li> </ul>
Advanced level	<ul style="list-style-type: none"> <li>• Pre-print and printing processes</li> <li>• Designing bilingual publications</li> <li>• English language skills</li> <li>• Web content management skills</li> <li>• Ability to undertake infographic and design software training</li> </ul>
Working knowledge	<ul style="list-style-type: none"> <li>• Pacific design and cultural contexts</li> <li>• French language skills</li> <li>• SPC's publishing policy</li> </ul>
Awareness	<ul style="list-style-type: none"> <li>• SPC rules, policies and procedures.</li> <li>• Information and knowledge management processes and policies</li> <li>• Statistical concepts</li> <li>• Mission and goals of the Statistics for Development Division and National Statistics Offices in the 22 member countries and territories.</li> </ul>

### 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 demeanour
- Demonstrated high level commitment to customer service
- Well organised
- Creative

### 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.