

JOB DESCRIPTION

Job Title:	Communications Officer
Division/Programme	PROJECT Governance, Human Rights and Social Development Division (HRSD)
Location:	Suva, Fiji
Reporting to:	Project Coordinator - PROJECT Governance/ Women in Leadership /Social Citizenship Education with matrix reporting to Team Leader, MEL, Communications and Knowledge Management
Number of Direct Reports:	nil
Purpose of Role:	<i>Communications and visibility for PROJECT Governance and the Women in Leadership Programme</i>
Date:	April 2023

Organizational Context and Organization Chart

The vision of the Human Rights and Social Development Division is for just, equitable and resilient Pacific societies and it aims to achieve this by advancing human rights, good governance, gender quality and social inclusion for all Pacific people, grounded in cultural values and principles.

HRSD provides a comprehensive suite of policy and legislative advice, technical assistance, and capacity building, through a team comprising a Director, Manager, Team Leaders, Advisers, Officers, and Programme Managers based in Suva, and Country Focal Officers and Country Coordinators located across the Pacific. The team provides advice, technical assistance and capacity building to national ministries, civil society, regional partners, and other national/regional partners, as well as through mainstreaming within SPC programmes.

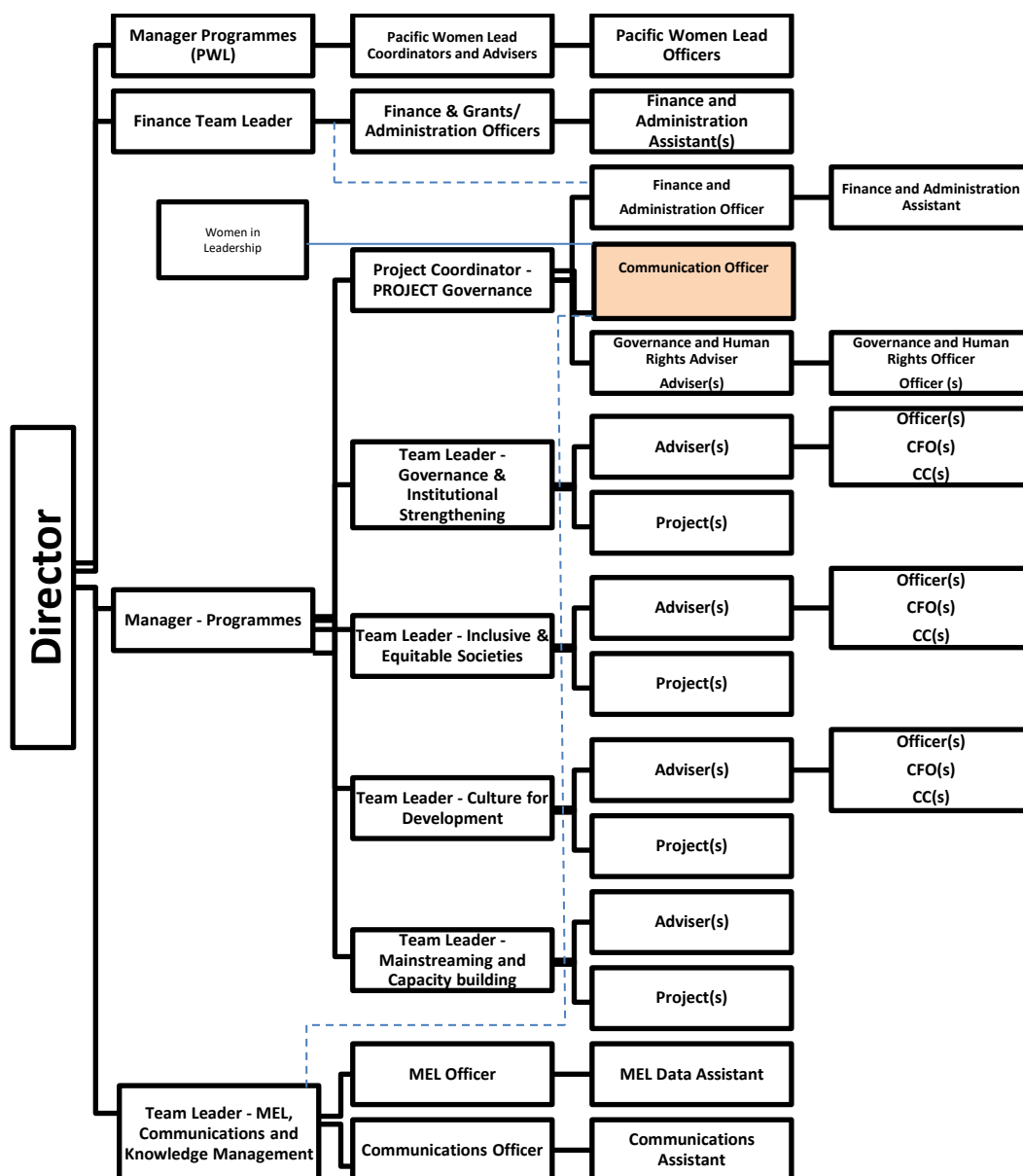
In line with its vision, the work of HRSD encompasses the following objectives:

- Objective 1: Governance for human rights and social development: Strengthen inclusive, transparent, and active governance for human rights and social development.
- Objective 2: Gender equality and social inclusion: Mobilise, empower, and build conditions for gender equality, equity and social inclusion in society and development.
- Objective 3: Culture: Promote, preserve, and protect positive expressions of culture.
- Objective 4: Enhance knowledge, learning and innovative solutions to accelerate impact on human development priorities.

The Communications Officer will support communication needs of the following three initiatives within HRSD:

1. PROJECT Governance, a USD 20 million donor-funded 'Promoting Just, Engaged, Civic-minded and Transparent Governance in the Pacific Project' ('PROJECT Governance') focusing on strengthening democratic institutions and promoting sound, just, and responsive governance in the Indo-Pacific region.
2. The Social Citizenship (SCE) program which supports formal education systems to promote culturally appropriate approaches, human rights, gender equality, social inclusion, respectful relationships, and non-violent communications skills in school curriculums.

3. Women in Leadership (WIL), a five-year programme led by the SPC Executive Office to advance gender equality and women's empowerment in the Pacific. WIL aims to enhance the representation of women in leadership roles within SPC and thereby ensure that more women meaningfully inform and participate in the strategic and programmatic direction of the organisation.



Key Result Areas (KRAs):

KRA 1: Development, implementation, and monitoring of a Strategic Communications Plan with a people centered approach (10%)

KRA 2: Supporting USAID and PROJECT Governance Communications and visibility activities (30%)

KRA 3: Developing, implement and monitoring Social Citizenship Education Program communications and visibility activities (30%)

KRA 4: Manage and implement WIL Programme Communication plan (30%)

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

Jobholder is accountable for	Jobholder is successful when
KRA#1 Development, implementation, and monitoring of a Strategic Communications plan with a people centered approach.	<ul style="list-style-type: none"> Plan is developed in line with SPC's, USAID's, DFAT; and EU's Communications policy and guidelines, with a people centered approach at

<ul style="list-style-type: none"> • Development/updating of Communication Plans for PROJECT Governance Strategic Communications Plan, SCE, and the WIL Programme • Implementation of annual communications strategy • Communicating the goals and key elements of the Strategic Plan to all sub-grantees and relevant stakeholders. • Regular Monitoring and Evaluation the Strategic Communications Plan. • Support SPC Communications staff and sub-grantees on Project Governance communications • Provide support to Advisers, the Social Innovation and Knowledge Management team and sub-grantees for the advancement of a People-centered Approach in the region in line with the goals of PROJECT Governance, SCE and WIL 	<p>its core and is consistent and aligned with the HRSD Business plan.</p> <ul style="list-style-type: none"> • An annual Strategic Communications calendar is created based on the identified targets, platforms, messages set forth in the Strategic Communications plan including specific products, events, and activities. • Sub-grantees and relevant stakeholders understand the goals of the Communications plan and use complimentary messaging. • The Communication Plan is regularly reviewed and updated to best reflect the changing needs of PROJECT Governance, SCE, WIL Programme, HRSD and SPC. • Monitoring information is included in PROJECT Governance quarterly reports. • Quality and timely assistance and support, including knowledge products, research, case studies and best practice. • Clear messaging on the benefits of a PCA and the links to PROJECT Governance, SCE and WIL in all communications.
<p>KRA#2 Supporting USAID and PROJECT Governance Communications and visibility activities.</p> <ul style="list-style-type: none"> • Preparation of scene setters for US Embassy staff for PROJECT Governance activities • Preparation of briefing notes for USAID missions to target PROJECT Governance Pacific Island Countries • Support the development of Branding and Marketing Strategy • Support the implementation of Branding and Marking Strategy • Support the development and maintenance of PROJECT Governance project page within HRSD's existing website • Organization of radio and/or TV interviews, and press conferences during PROJECT Governance events and assist SPC staff and project partners in prepping and messaging • Preparing and coordinating the review and approval process of media alerts and releases, and disseminating them to media outlets in a timely manner • Collating stories of Programme and PROJECT Governance project activities / events for publishing in relevant regional newsletters and on the SPC website • Provide PROJECT Governance programme updates on social media such as the SPC Facebook, Twitter, You Tube, etc. to ensure wider communication coverage • Coordinate and contribute to the design of PROJECT Governance collateral including, but not 	<ul style="list-style-type: none"> • Branding and marking strategy are SPC branding compliant and approved by EU/SPC • Progress against key activities of the Strategy is consistently shown; • As appropriate, social citizenship education activities, and document, are timely uploaded on the project website • SCE staff are well prepared and on message. • Media alerts and releases prepared, vetted, and disseminated/published by stakeholders and media outlets in a timely manner; • Stories/Blogs/AV are prepared, vetted, and disseminated/published by stakeholders in a timely manner; • Social citizenship education updates are available on SPC's Facebook, Twitter, and You Tube. • A range of social citizenship collateral is available for use at events or other places or times where the project is visible to the public; • Communications materials can be understood by communities in the countries where the SCE is being implemented; • Meetings attended, social citizenship education work promoted and key messaging about the program and outcome areas shared;

<p>limited to, stickers, brochures, videos, posters, clothing, and merchandise.</p> <ul style="list-style-type: none"> • Arranging for the translation of communications materials into local languages where appropriate. • Attend relevant national, regional, and international meetings to promote PROJECT Governance programmes or provide key messaging about PROJECT Governance. • Monitoring and Evaluation of communication activities 	
<p>KRA#3 Developing, implement and monitoring Social Citizenship Education Program communications and visibility activities.</p> <ul style="list-style-type: none"> • Support the development of Branding and Marketing Strategy for social citizenship initiatives. • Implementation of Branding and Marking Strategy for social citizenship education • Development and maintenance of SCE page within HRSD's existing website • Organisation of radio and/or TV interviews, and press conferences on social citizenship education events and assist SPC staff and project partners in prepping and messaging. • Preparing and coordinating the review and approval process of media alerts and releases, and disseminating them to media outlets in a timely manner • Collating stories of SCE activities / events for publishing in relevant regional newsletters and on the SPC website. • Provide SCE program updates on social media such as the SPC Facebook, Twitter, You Tube, etc. to ensure wider communication coverage • Coordinate and contribute to the design of social citizenship program collateral including, but not limited to, stickers, brochures, videos, posters, clothing, and merchandise. • Arranging for the translation of communications materials into local languages where appropriate. • Attend relevant national, regional, and international meetings to promote SCE and provide key messaging about SCE program 	<ul style="list-style-type: none"> • Branding and marking strategy are SPC branding compliant and approved by EU/SPC • Progress against key activities of the Strategy is consistently shown; • As appropriate, social citizenship education activities, and document, are timely uploaded on the project website • SCE staff are well prepared and on message. • Media alerts and releases prepared, vetted, and disseminated/published by stakeholders and media outlets in a timely manner; • Stories/Blogs/AV are prepared, vetted, and disseminated/published by stakeholders in a timely manner; • Social citizenship education updates are available on SPC's Facebook, Twitter, and You Tube. • A range of social citizenship collateral is available for use at events or other places or times where the project is visible to the public; • Communications materials can be understood by communities in the countries where the SCE is being implemented; • Meetings attended, social citizenship education work promoted and key messaging about the program and outcome areas shared;
<p>KRA#4 Manage and implement Women in Leadership Programme Communication plan</p> <ul style="list-style-type: none"> • Implement Communications Plan for the WIL Programme. • Develop and implement visibility activities for the WIL Programme • Manage the WIL Programme webpage within the SPC site. 	<ul style="list-style-type: none"> • WIL Programme updates and reporting is done in a timely manner to inform the overall project implementation. • SPC staff and project partners are prepped for messaging.

<ul style="list-style-type: none"> • Preparing and coordinating the review and approval process of media alerts and releases, and disseminating them to media outlets in a timely manner • Coordinate podcast and media outreach on women in leadership initiatives for SPC and partner organisations. 	<ul style="list-style-type: none"> • Effective coordination with communication units– SPC, HRSD and PWL. • Visibility products and activities are conducted on a quarterly basis and reported • Collating stories of the WIL Programme activities / events for publishing in relevant regional newsletters and on the SPC website • Coordinate and contribute to the design of the WIL Programme collateral including, but not limited to, stickers, brochures, videos, posters, clothing, and merchandise. • Programme updates on social media such as the SPC Facebook, Twitter, You Tube, etc. to ensure wider communication coverage • News and events on women in leadership form the programme and partners such as DFAT and CROP agencies are uploaded on a timely manner • Media alerts and releases prepared, vetted, and disseminated/published by stakeholders and media outlets in a timely manner; • Collating stories of the WIL Programme activities / events for publishing in relevant regional newsletters and on the SPC websites • Stories/Blogs/AV are prepared, vetted, and disseminated/published by stakeholders in a timely manner;
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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"> • Managing ad hoc requests made outside of the agreed work plan • Keeping abreast of a wide range of PROJECT Governance, SCE and WIL activities across SPC • Responding to different communication requirements and audiences, e.g., Pacific countries, UNOHCHR, UN Women, the Asia Pacific Forum of NHRIs, CROP agencies, donors, and other SPC divisions.

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"> • Project Partners/Donors • Government – Regional/ International Agencies & NGOs • Vendors, Consultants • Community Members 	Seeks approval, provides information, negotiates
Internal Key internal contacts are: <ul style="list-style-type: none"> • HRSD Management and Team • Director, Communications 	Communicate, seek approval, negotiates, facilitates and provides information

<ul style="list-style-type: none"> Corporate Communications Team 	
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Level of Delegation:

Routine Expenditure Budget: *nil*

Budget Sign off Authority without requiring approval from direct supervisor: *nil*

**** *No need to mention SPC instrument of delegation authorities here*****

Personal Specification:

Qualifications

Essential:	Desirable:
Degree in journalism or communications or equivalent.	

Knowledge/Experience

Essential:	Desirable:
<ul style="list-style-type: none"> At least six years of development communications- related experience Proven experience in designing communications materials for a range of audiences Experience in successfully working within a deadline-driven environment Experience designing and implementing communication strategies Ability to translate text-heavy documents or information into user-friendly visual materials Excellent computer skills across necessary applications including Adobe Creative Cloud applications Strong interpersonal skills and an ability to work with a wide range of individuals Exceptional English language writing and oral communication skills Photography skills Creative flair An eye for detail Experience working within the Pacific or with Pacific communities outside of the Pacific 	<ul style="list-style-type: none"> Previous development experience, with a background covering government and/or civil society. Knowledge of the Pacific regional context Knowledge of the CROP system Experience working in human rights Experience in video or animation production Ability to speak a language from the Pacific Media networks in the Pacific

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"> Copy writing, sub-editing, communications strategy, and material development
Advanced level	<ul style="list-style-type: none"> Ability to meet deadlines, attention to detail

Working knowledge	<ul style="list-style-type: none"> • Using the necessary computer applications to create visual materials or animations/videos
Awareness	<ul style="list-style-type: none"> • SPC Regulations and Policies • Human Rights commitments and obligations

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

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.