



JOB DESCRIPTION

Job Title:	Knowledge Management and Engagement Officer
Division/Programme and Section/Project (if any):	Ocean and Maritime Programme, GEM and the Pacific Community Centre for Ocean Science (PCCOS)
Location:	Suva
Reporting to:	Integrated Ocean Management Adviser (GEM)
Number of Direct Reports:	0
Purpose of Role:	<p>The Knowledge Management and Engagement Officer is the lead for supporting content development, dissemination, strategy implementation and capacity support on the Climate Resilient Marine Spatial Planning project and the Pacific Solutions Integrated Ocean Management programme implemented by GEM-OMP and PCCOS.</p> <p>This role will also support training to staff and country stakeholder on awareness raising, including in schools, digital communications and stakeholder engagement strategies for integrated ocean management and marine spatial planning.</p>
Date:	1 March 2023

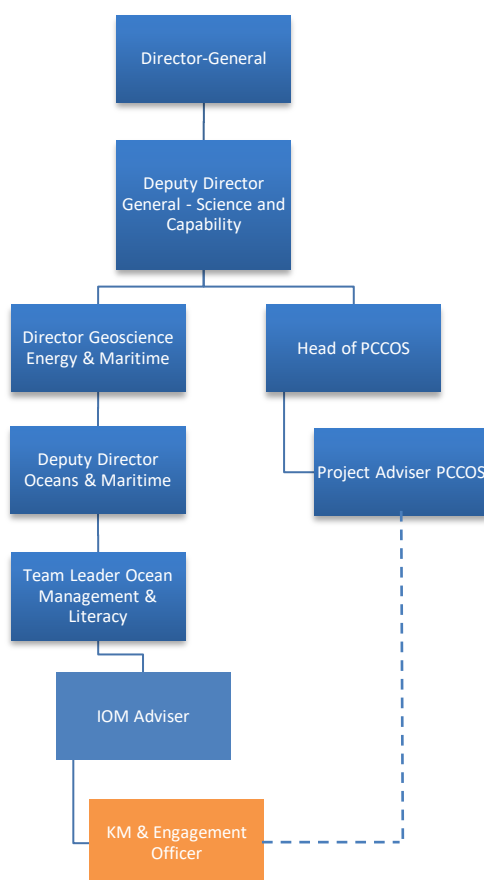
Organizational Context and Organization Chart

The Pacific Community (SPC) is a regional organization assisting Pacific Island Countries and Territories to achieve their development goals by delivering technical, scientific, research, policy and training services. The SPC works across the region to assist member countries to better manage vulnerability and risks such as those associated with climate change, natural disasters and water security, including through the implementation of national and regional donor-funded projects.

One such project is the United States funded 'Climate Resilient Marine Spatial Planning for the Pacific Islands' Project. The purpose of this project is to support the Republic of Palau government and other Pacific Island countries in developing marine spatial plans (MSP) informed by the best scientific information available, including climate change scenarios. The MSP Project Coordinator will lead the implementation of this project and contribute to other initiatives on ocean management and ocean science within the Ocean Management & Literacy team and the Pacific Community Centre for Ocean Science (PCCOS).

Another important donor funded initiative for this role is the 'Pacific Solutions Integrated Ocean Management Programme' funded by the European Union. This new programme aims to leverage the spate of national ocean policies (NOPs) launched in the Pacific in recent years to address the need for greater integrated ocean management

(IOM). This programme is endorsed by the Ocean Decade and seeks to increase scientific capacity and create opportunities for ocean science to feed into decision making.



Key Result Areas (KRAs):

- 1- Multimedia content creation (30%)
- 2- Event coordination and visibility (30%)
- 3- Training and Country Support (20%)
- 4- Knowledge management (20%)

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

Jobholder is accountable for	Jobholder is successful when
Multimedia content creation (30%) <ul style="list-style-type: none"> Lead the development of original written content about ocean management and project activities Produce short video material (interviews and quick messages) Create infographics and social media cards Provide photography support Arrange and lead interviews with relevant stakeholders to create people-centered knowledge products Create new pages on the PCCOS website and regularly update content on existing pages Create templates using Canva, MS Office or Adobe Suite to be used by the team 	<ul style="list-style-type: none"> High-quality original written, video, audio and visual content is produced on ocean management and project activities in line with corporate guidelines Photography and social media content is disseminated and stored contributing to SPC digital assets Knowledge products are finalized and shared with partners and internally The PCCOS website and other relevant ocean management-related pages are up-to-date New templates are created to ease content creation

<ul style="list-style-type: none"> • Arrange for the translation of materials into local languages where appropriate • Manage internal support or external consultants to develop products or materials, where necessary 	<ul style="list-style-type: none"> • Products are adequately translated in local languages where appropriate
<p>Event coordination and visibility (30%)</p> <ul style="list-style-type: none"> • Coordinate planning for key ocean management events, including workshops, conference, meetings, knowledge exchanges, and milestone celebrations at national and regional levels • Develop concept notes, programmes and agendas • Contribute to coordination of messaging around major cross-CROP events (e.g. UN Ocean Conference, UNFCCC COP, PIF Leaders Meeting, Decade of Ocean Science for Sustainable Development) • Ensure that SPC ocean management outputs, collaterals and awareness raising materials are designed for and shared during project events • Organise radio and/or TV interviews, press releases, and press conferences during ocean management events, and assisting SPC staff to participate in such activities • Prepare and coordinating the review and approval process of media alerts and media releases, and disseminating them to media outlets in a timely manner • Provide updates internally on the SPC intranet and externally on social media such as the SPC Facebook, Twitter, You Tube, etc. to ensure wider communication coverage; • Attend relevant national, regional and international meetings to promote activities 	<ul style="list-style-type: none"> • Key events are planned properly and receive adequate coordination support and visibility • Concept notes, programmes and agenda are developed ahead of time • Clear and consistent messaging is disseminated by partners • SPC ocean management outputs and materials meets high-quality standards and are disseminated appropriately with targeted audiences • Events receive adequate media coverage and SPC staff is properly prepared • Live and timely social media publication happens before, during and after each key ocean management event • Digital Report developed showcasing event coverage and visibility performance across all SPC platforms, highlighting lesson learnt with relevant data sourced from "Sprout" SPC Social media scheduling system.
<p>Training and Country Support (20%)</p> <ul style="list-style-type: none"> • Provide regular training to SPC staff and country stakeholders on knowledge management, awareness raising and stakeholder engagement • Serve as an expert advisor to SPC staff and partners regarding knowledge management, awareness raising and stakeholder engagement • Support country stakeholder in developing strategic communication activities and awareness raising strategies 	<ul style="list-style-type: none"> • SPC staff is trained and advised on knowledge management, awareness raising and stakeholder engagement • In-country stakeholders receive adequate and timely training and advice on knowledge management, awareness raising and stakeholder engagement
<p>Knowledge management (20%)</p> <ul style="list-style-type: none"> • Coordinate the development and update knowledge and communications products (e.g. factsheets, press releases, videos, webstories) • Arrange and lead interviews with relevant stakeholders for monitoring, evaluation and knowledge management purposes • Contribute to the creation of people-centered products on ocean management initiatives • Identify, document and share lessons, learning, outcomes and impacts of ocean management processes in the Pacific 	<ul style="list-style-type: none"> • High-quality products are developed, disseminated and stored properly to ensure they are used multiple times • Lessons, learning, outcomes and impacts are documented and shared incorporating beneficiaries' voices • GEM and PCCOS learning agenda is implemented • Sound strategic advice is provided to GEM-OMP and PCCOS on knowledge management

<ul style="list-style-type: none"> Contribute to strategic advice in coordination with the IOM Adviser and support as required to the broader Ocean and Maritime Programme and the Pacific Community Centre for Ocean Science (PCCOS) Contribute to the implementation of the GEM and PCCOS learning agendas 	
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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"> Coordination of large scale events including development of effective, researched and evidence based communications strategies. Training country stakeholders and SPC staff to improve knowledge management and support use of technology to capture and develop outcome stories and use of digital communications for increased understanding and awareness Delivering project activities in remote with a local team based in Palau embedded in a government ministry Keeping positive and fruitful relationship with regional partners with different approaches, expertise and agenda related to ocean management (e.g., conservation and production) Extensive travel within the region

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"> National entities in member countries such as Ministry of Agriculture, Fisheries and the Environment Technical partners within international and regional organisations such as TNC, CI, IUCN, SPREP, Waitt Institute, IOC, NOAA, PacIOOS, UNEP, IRD, DFAT, MFAT, etc Member country counterparts, technical, director level. Consultants, companies and service providers, e.g. publications editors, printers, training consultants, specialists, etc. 	<ul style="list-style-type: none"> Collaborate on country specific activities and regional initiatives, project proposal writing, training workshops, etc. Development partner interaction and reporting Advise on appropriate methods and approaches Technical exchange, seeking advice and support, content writing, training workshops, etc. Contracting, monitoring of agreements, delivery of outputs, procurement of services
Internal Key internal contacts are: <ul style="list-style-type: none"> GEM Communications and Knowledge Management Team Leader Head of PCCOS, PCCOS Coordinator, PCCOS Project Adviser 	<ul style="list-style-type: none"> Obtaining advice on corporate communications policies and procedures Collaborate on the development of ocean knowledge hub, share knowledge, provide regular update, seek and provide guidance

<ul style="list-style-type: none"> • Corporate communications team • Team Leader Ocean Management and Literacy, Integrated Ocean Management Adviser, MSP Coordinator • Colleagues and peers • Administrative and support personnel • Technical leads within other SPC programmes, e.g. transport and fisheries 	<ul style="list-style-type: none"> • To seek approval and/or guidance • Advise on ocean stakeholder needs, emerging technologies • Share knowledge, challenges and update regularly • Contribute to programme meetings, communications and reporting • Maintain internal contacts • Day to day tasks • Provide advice and guidance on tasks • Managing workflow and seeking outputs • Collaborative report writing • Plan field schedules and logistics administrative matters and managerial arrangements
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Level of Delegation:

The position holder has no delegated authorities as per SPC's Manuals of Delegation

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:
Bachelor's degree in a relevant field such as graphic design, communications, journalism, mass communications or public relations	<ul style="list-style-type: none"> • Qualification or formal training in knowledge management

Knowledge/Experience

Essential:	Desirable:
<ul style="list-style-type: none"> • At least 5 years of experience in communications with at least 3 years in an international context. • Excellent design and editing skills with portfolio of published work available for review including video, digital, written and recorded work • Pacific media understanding and partnership coordination experience in the Pacific. • Photography and/or video skills with portfolio of work available for review • Fluency in social media strategy and content development • Excellent communication skills in English (oral and written) • Capacity to engage with government, public and community audiences. 	<ul style="list-style-type: none"> • Professional practical experience in Pacific Island environments • Experience as a trainer • Experience in contributing to MSP processes • Science based communication • Innovative examples of using science to tell stories for both Pacific and international audiences using both social media and mainstream media channels • Pacific Island languages

<ul style="list-style-type: none"> • Proven ability to work independently and as part of a team in a fast-paced, multi-cultural and gender-sensitive environment. • Willingness and demonstrated capacity to travel and undertake overseas assignments in SPC member countries, sometimes under difficult physical conditions. • Experience working in the Pacific region 	
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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"> • Communicating results using different media approaches to maximize outreach. • Copy writing, sub-editing, knowledge products development • Crafting messages and digital design so they are interesting, accurate and increase visibility of work undertaken.
Advanced level	<ul style="list-style-type: none"> • Website management • Photography, video editing, sound editing and graphic layout • Event management • Fluency across multiple media platforms • Capacity development and training in the area of knowledge management and awareness raising
Awareness	<ul style="list-style-type: none"> • Marine spatial planning • Ocean management

Key Behaviours

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

- Change and Innovation
- Interpersonal Skills
- Teamwork
- Effective Communications & Relationships
- Promotion of Equity and Equality
- Leadership
- Judgement
- Building Individual Capacity

Personal Attributes

- High level of professional integrity and ethics
- Friendly demeanor
- Demonstrated high level commitment to customer service
- Ability to set priorities to meet deadlines.
- Multitasking role

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.