

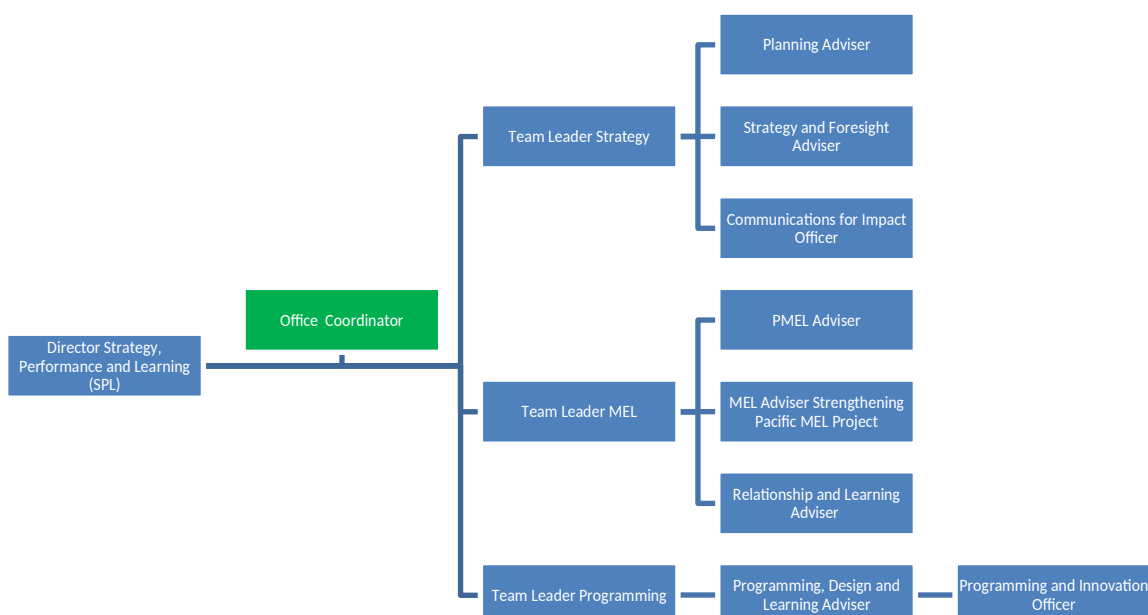


Pacific
Community
Communauté
du Pacifique

JOB DESCRIPTION

Job Title:	Office Coordinator
Division/Programme and Section/Project (if any):	Strategy, Performance and Learning Team (SPL)
Location:	Suva, Fiji
Reporting to:	<i>Director SPL</i>
Number of Direct Reports:	0
Purpose of Role:	<p><i>To support the Strategy Performance & Learning Division in meeting their operational objectives, implementing budget and administrative procedures and contributing to transforming institutional effectiveness as part of implementing the SPC Strategic Plan 2022- 2031.</i></p> <p><i>To engage and maintain positive relationships and excellent customer service including peers in national foreign affairs departments and Committee of Representatives of Governments and Administrations (CRGA) Subcommittee member, and other SPC offices on matters related to all SPL engagement and services.</i></p>
Date:	<i>May 2022</i>

Organisational Context and Organisation 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>KRA#1 - Improves business functionality to align with SPL's core business objectives ensuring compliance with SPC policies (20%)</p> <ul style="list-style-type: none"> • Manages all core and project-related operational matters including, SPC's business functions - human resources, general administration, office management, and logistics in line with SPC policies and procedures • Execute office administration activities such as drafting correspondence and liaison with foreign affairs focal points; • Coordinate all SPL recruiting and onboarding of new hires in accordance with SPC processes, maintaining records for each employee, organizing for IT and other services • Disseminate relevant information to internal and external stakeholders under the guidance of the Director SPL • Support the Directors office in overseeing financial matters in compliance with SPCs regulations, respond to strategic requests, including providing inputs to financial audits, accruals, forecasts, and budget 	<ul style="list-style-type: none"> • All SPL organised meetings and workshops are successfully conducted, and to the satisfaction of the Director SPL, and all issues are resolved as they arise. • Regular and necessary correspondence is maintained with CRGA Subcommittee members and official papers are distributed in a timely manner • CRGA Subcommittee meetings are well run, and logistical arrangements are to the satisfaction of CRGA members, as evidenced from post-CRGA Subcommittee surveys and member feedback
<p>KRA#2 - Supports the office of the Director SPL by implementing improved operational procedures, including tracking of operational costs to ensure the delivery of activities and intended outcomes of SPL work plan (20%)</p> <ul style="list-style-type: none"> • Coordinate all aspects of SPL meetings and workshops (for example, promotion, venue, catering, signage and displays, travel, teleconference, audio visual equipment, interpretation, printing) • Coordinates all procurement and contracting of services and goods purchased by SPL including drafting solicitation documents, releasing RFQs/RFPs, evaluating bids, preparing evaluation memos, preparing purchasing request forms and contract requisition forms, provide inputs (market research, work history, competitor analysis) for salary, and or consent to subcontract request as needed and other actions required • Provide periodic reports to SPL staff on budget execution updates 	<ul style="list-style-type: none"> • Timely update provided to Directors Office and SPL Teams • Support services provided for SPL work plans requirements • Information disseminated in a timely manner for SPL stakeholders
<p>KRA#3 - Provide logistics and administrative</p>	

<p>support of all SPC's Operation Management policies, training, and reviews as required (20%)</p> <ul style="list-style-type: none"> • Provide logistics for a) travel arrangements for SPL staff and any short-term consultant including hotel reservations, airport transfers, visas, etc.; b) meeting support such as preparing agendas, taking and distributing meeting minutes, and following up on action items, c) supporting SPL in organizing project meetings, workshops and other special events, and d) coordinating local travel • Organise travel arrangements and process acquittals for SPL staff, consultants and others, ensuring compliance with the SPC Travel Policy and Travel Management System • Request quotes from vendors and ensure compliance to the SPC Procurement Policy • Develop and monitor meeting and workshop budgets and expenditure, ensuring value for money • Establish and maintain internal protocols on information and document management, risk management, training and development and other team management processes • Ensure efficient and consistent communication and information flows between SPL team and other relevant stakeholders on event details 	<ul style="list-style-type: none"> • SPL budget is proactively managed • Payments made in a timely manner • Travel undertaken and acquitted as scheduled
<p>KRA#4 - Analyse and maintain operational data, including the monitoring of SPL purchases, stock, equipment inventories, registers and conduct risk and preventative maintenance checks and audits regularly (20%)</p> <ul style="list-style-type: none"> • Support the management of information (hard and e-copy) for all financial related information • Work closely with the Publications and Translation teams on the production of CRGA official correspondence and papers • Analyse the success of the logistical arrangements of the workshop, using post-CRGA Subcommittee surveys and member feedback. • Ensure all invoices and requests for reimbursement are approved and processed in a timely manner • Analyse the success of the event using post-event surveys and organising lessons learned meetings with the SPL team following all events. • Maintaining the SPL asset register; procuring office equipment, furniture, supplies and associated items, coordinating for 	<ul style="list-style-type: none"> • SPL compliant with current SPC financial and procurement regulations, policies and procedures • Financial information (hard and e-copy) is systematically filed and accessible to those requiring access • Any systems issues are addressed with IT and concluded • Post meeting and workshop participant survey results on logistical arrangements are positive, and lessons learned used for improving future events

photocopying, binding materials and reports, printing of business cards, mail distribution; developing or updating SOPs.	
KRA#5 - Ensure positive SPL relationships with members, clients (supplier, vendor), and staff, resolving operational and Health & Safety concerns and issues as they arise (20%) <ul style="list-style-type: none"> • Serve as focal point with foreign affairs administration, supporting the positive working relationship between the SPL office and foreign affairs administration offices. • Serve as SPL Health & safety focal point complying with SPCs Duty of Care standards and maintaining the SPL emergency contact rosters and phone tree. • Serve as primary point of contact and liaise with local vendors, including a) catering, b) printing c) stationery d) merchandise and others as needed • Liaise with and build strong working relationships with other SPC administrative support areas, including focal point role for SPL for these services 	<ul style="list-style-type: none"> • CRGA Subcommittee members are well supported and satisfied by SPL service as Secretariat. • Internal protocols are established, well understood by SPL team members and help facilitate improved team collaboration • Health & Safety policy measures adhered to by SPL Staff • Relevant information disseminated to stakeholders • Suva and Noumea offices are well run and support the smooth functioning of team operations.

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:
<ul style="list-style-type: none"> • High workloads requiring multi-tasking in an often-intense environment for time and attention • Communicating effectively to ensure appropriate support for areas of responsibility from internal and external partners, in particular the CRGA Subcommittee membership • Ensuring the successful delivery of all logistical and administrative arrangements for high profile SPC events, including CRGA Subcommittee and SPC Results Workshop

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"> • SPC membership • Regional development partners and donors • Contractors and consultants • Internal and external contractors and suppliers 	<ul style="list-style-type: none"> • Information sharing and disseminating official correspondence • Logistics and event management • Administrative and procurement work
Internal Key internal contacts are: <ul style="list-style-type: none"> • Director SPL and team • OMD • Divisional Directors • MEL advisors and focal points 	<ul style="list-style-type: none"> • Information sharing • Liaising, facilitating and arranging financial, administrative and travel items • Work planning and training • Organising internal workshops and meetings, including Financial, administrative and procurement work

Level of Delegation:

Routine Expenditure Budget: *n/a*

Budget Sign off Authority without requiring approval from direct supervisor: *n/a*

The position holder:

- Supports the management of SPL budget
- Does not authorise costs in own budget; and
- Does not sign standard letters.

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 Business Administration/Finance/Event Management or equivalent work experience that is both relevant and current 	

Knowledge/Experience

Essential:	Desirable:
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<ul style="list-style-type: none"> • At least 5 years-experience in a related field of work, for example, in finance, administration, procurement and event management • Demonstrated experience managing budgets with a good understanding of performance and planning processes • Demonstrated capacity to organise high level meetings and workshops efficiently and effectively • Strong PC based computer skills, preferably with Microsoft Programmes (Word, Excel, Outlook, PowerPoint) • Good communication skills, including excellent written English and the ability to write for and to a variety of stakeholder groups • Demonstrated capacity to work in a team of people from different technical skills and cultural backgrounds 	<ul style="list-style-type: none"> • Strong analytical and problem-solving skills • Five years of relevant work experience in academic/scientific/technical organisations. • Experience of regional level engagement with a variety of multi-level stakeholders
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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"> • Budget and administration skills • Microsoft Office suite • Organisational skills
Advanced level	<ul style="list-style-type: none"> • SPC policies and procedures
Working knowledge	<ul style="list-style-type: none"> • Familiarity with technical terms and methods planning monitoring, evaluation, and learning
Awareness	<ul style="list-style-type: none"> • Development effectiveness, French

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.