



JOB DESCRIPTION

Job Title:	Warehousing Systems Advisor – Pacific Humanitarian Warehousing Programme
Division/Programme:	Geoscience, Energy and Maritime (GEM) Division, Disaster and Community Resilience Programme (DCRP)
Location:	Suva, Fiji
Reporting to:	Program Manager – Pacific Humanitarian Warehousing Programme
Number of Direct Reports:	4 direct reports (3 subregional Program Implementation Officers, and a Capacity Development Officer).
Purpose of Role:	<i>The Warehousing Systems Advisor plays a critical role in working with Pacific Islands countries and Timor-Leste to strengthen their sovereign capability to procure, store, manage and distribute humanitarian supplies in times of disaster. The Advisor will achieve this through working with the Government (national working groups) and Program Platform Members (UN, Civil Society, Red Cross Movement) to design a target operating model for each country (best practice framework), analyse the gap between the current and proposed future state of the warehousing capability, and the design of an incremental pathway of interventions (Country Development Plans) to support the closing of the gap and achievement of results. The Warehousing Systems Advisor will also assist the Programme Manager PHWP in the oversight of the program as the Deputy Programme Manager.</i>
Date:	July 2024

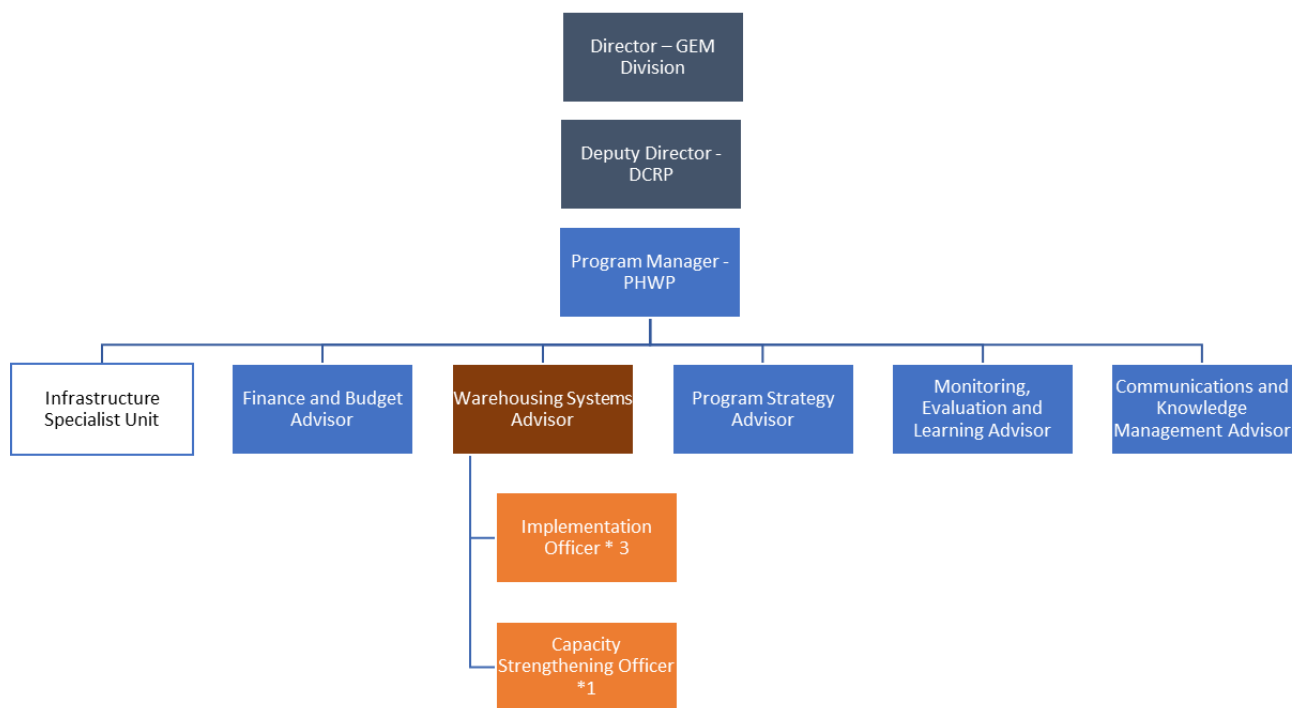
Organisational Context and Organisation Chart

The Pacific Community (SPC) is the principal scientific and technical organisation supporting development in the Pacific region since 1947. Owned and governed by 26 country and territory members, SPC works across more than 20 sectors to support sustainable development benefiting Pacific people.

The Geoscience, Energy and Maritime (GEM) Division is one of SPC's largest divisions, with expertise in disaster and climate risk management, ocean services, sustainable energy, and water security. Within GEM, the Disaster and Community Resilience Programme (DCRP) focuses on innovative applied science and technical action to help Pacific Island Countries and Territories (PICTs) respond to priorities in disaster and climate risk management.

This position falls under the DCRP, the largest technical pillar of the SPC GEM Division. DCRP focuses on innovative applied science and technical action that helps Pacific Island Countries and territories (PICTs) respond to current and emerging priorities in disaster and climate risk management and water security. The Programme leads SPC's work in operationalizing the Framework for Resilient Development in the Pacific (FRDP) by providing coordinated technical support to SPC's members based on national and regional priorities.

The Pacific Humanitarian Warehousing Programme (PHWP) is a multi-donor, multi-country investment valued at up to AUD 120m. Over eight years, Pacific and Timor-Leste governments and humanitarian partners will be supported by Australia and other development partners to provide disaster relief supplies to affected populations. This will be done by establishing or enhancing warehouses that are stocked with appropriate, approved supplies, are located for optimal accessibility and distribution, and have functional management agreements in place that can promote rapid turn-around in a humanitarian emergency.



Key Result Areas (KRAs):

The Warehousing Systems Advisor will play a key role in working with program participants to develop a sustainable pathway for the strengthening of national, government-led humanitarian warehousing capacity. The Advisor will have a unique opportunity to help shape the future of humanitarian warehousing across the Pacific and Timor-Leste through a focus on warehouse system design, country development planning, and partner engagement, whilst ensuring programmatic coherence with other DCRP investments and the thematic priority areas of GEDSI, localization and Green Humanitarian Action.

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

The job holder is accountable for	<i>Jobholder is successful when</i>
<p>KRA 1: Warehousing system design – 20%</p>	<p>The Warehousing Systems Advisor will lead the design, development, and implementation of a warehousing systems approach tailored to the unique needs and challenges of Pacific Islands countries and Timor-Leste.</p> <p>This will involve:</p> <ul style="list-style-type: none"> • developing a whole-of-program level Target Operating Model for the optimal humanitarian warehouse embedded within the Pacific and Timor-Leste operating context. • developing standardised guidelines and protocols for warehouse management, inventory control, and supply chain optimisation, ensuring they are adaptable to various scales of operations and local contexts.

	<p>The <u>Target Operating Model</u> should:</p> <ul style="list-style-type: none"> • reflect good practice and be a product of extensive engagement with program stakeholders across the humanitarian ecosystem, including PHWP Program Platform Members (UN, Civil Society, Red Cross Movement etc). • clearly articulate the factors to be considered for an optimal humanitarian warehouse that fully integrates contemporary thinking and operational practice on organisational structure (people and governance), policies and processes, information and data requirements (for stock in and out flows) and the technology to support effective warehouse management. • reflects expertise within the Infrastructure Specialist Unit to help define and integrate the optimal infrastructure elements.
<p>KRA 2: Country Development Planning – 50%</p>	<p>A primary focus of the Warehousing Systems Advisor will be to work closely with individual Pacific Island countries and Timor-Leste to develop and implement comprehensive Country Development Plans (CDPs) to guide the focus of PHWP investments at the national level as they relate to infrastructure, supplies and warehousing systems (the Pillars). This will involve:</p> <ul style="list-style-type: none"> • Collaboration with Program Platform Partners at the national level to ensure consensus-based position across the Supplies and Systems Pillars, and with the Infrastructure Specialist Unit for bespoke design solutions for the Infrastructure Pillar. • Developing, in conjunction with the PHWP Program Manager and government counterparts, the development of a series of costed interventions to address capacity gaps be they human, systemic or material, ensuring they are consistent with the capabilities outlined in the Target Operating Model, and aligned with feedback and input received from national stakeholders to ensure strategic congruence with national development priorities and regional strategic frameworks for a resilient Pacific, and standards and protocols in warehousing operations.
<p>KRA 3: Programmatic coherence and partnerships – 15%</p>	<p>The Warehousing Systems Advisor will play a crucial role in ensuring programmatic coherence and fostering strategic partnerships to advance the goals of the Pacific Humanitarian Warehousing Program. This will involve:</p> <ul style="list-style-type: none"> • Coordinating closely with other initiatives within the Disaster and Community Resilience Programme, as well as relevant projects across SPC and partner organisations. The Advisor will work to identify synergies, avoid duplication of effort, and promote a holistic approach to disaster preparedness and response in the region. • Ensuring that GEDSI, Localisation and Greening Strategies and Action Plans are fully embedded within Country Development Plans through collaboration with the Program Strategy Advisor and GEDSI Coordinator. • Ensuring that MEL considerations are factored into all areas of work and collaborate with the MEL Advisor to define warehouse performance metrics that can be reliably used to identify areas for improvement and implement corrective actions as necessary. • Cultivating and maintaining relationships with key partners, including donor agencies, UN organizations, NGOs, and private sector entities, to leverage resources and expertise. • Facilitating knowledge sharing and collaboration among Pacific Island countries, creating opportunities for peer learning and regional cooperation in warehousing and logistics management.

<p>KRA 4: Management and Leadership – 15%</p>	<p>As a senior member of the Pacific Humanitarian Warehousing Program, the Warehousing Systems Advisor will take on management and leadership responsibilities, in support of the Program Manager. This includes providing Deputy Program Manager functions and technical oversight and mentorship to junior team members, contractors, and national counterparts involved in the Program. The Advisor will contribute to strategic planning processes, helping to shape the long-term vision and direction of the program based on emerging trends, lessons learned, and stakeholder feedback. This will also involve:</p> <ul style="list-style-type: none"> • managing complex projects and budgets related to warehousing system development, ensuring efficient use of resources and timely delivery of outputs. • developing work plans, monitoring progress, and preparing regular reports for the Program Manager and other stakeholders. • Contributing to a team environment that is high-performing, respectful and committed to continuous learning. • Fostering a culture of innovation and continuous improvement within the team, encouraging the exploration and adoption of new technologies and approaches that can enhance the effectiveness of humanitarian warehousing in the Pacific context.
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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):

<p>The PHWP is a new program with a complex, diverse, and large stakeholder group. To this end, the key challenges include:</p> <ul style="list-style-type: none"> • Establishing relationships and rapport with senior programme participants from 15 countries and senior leaders across civil society, government, and CROP agencies. • Ensuring strategic, operational, and programmatic coherence and coordination across these diverse voices and interests during the design and implementation phases. • Designing scalable warehousing solutions that accommodate diverse geographical, cultural, and resource constraints across multiple Pacific Island countries and Timor-Leste. • This is a multi-donor program; a core challenge will be working with diverse investors to ensure the appropriate mobilization of funds and other resources at stages aligned with the program delivery schedule and harmonizing accountability and assurance requirements to mitigate the need for bespoke reporting. • Developing and implementing innovative, cost-effective technologies for inventory management and supply chain visibility in remote and technologically limited environments.

Functional Relationships & Relationship Skills:

Key internal and external contacts	Nature of the contact most typical
<p>External Key external contacts are:</p> <ul style="list-style-type: none"> • DFAT • Other contributing donor governments (i.e., New Zealand, United States). • National NDMO Directors 	<ul style="list-style-type: none"> • Consultation, reporting and negotiation. • Direct national liaison • Service provision and support • Stakeholder engagement • Strategic partnerships

<ul style="list-style-type: none"> • DRM Regional Partners • Regional multilateral organisations (UN, PIFs, CROP agencies, Red Cross Movement) • National civil society groups, including Disabled Persons Organizations. 	<ul style="list-style-type: none"> • Reporting, liaising, facilitating, and coordination of project support and activities.
<p>Internal Key internal contacts are:</p> <ul style="list-style-type: none"> • Director – GEM Division • Deputy Director – Disaster and Community Resilience Programme • Project Manager – PIEMA • Project Manager – BSRP • Other divisional leads in HSRD, CCES, Corporate Communications, Finance, Human Resources, Information Services, and Strategy, and Performance and Learning. 	<ul style="list-style-type: none"> • Regular consultation, coordination of meetings, oversight and liaison. • Update and progress of program. • Risks and mitigation strategies. • Facilitation and compliance with SPC internal processes. • Supervisory responsibilities. • Program leadership.

Level of Delegation:

Routine Expenditure Budget: support with oversight for Circa €90m over 8 years.

Budget Sign-off Authority without requiring approval from direct supervisor: 2,000 EUR

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"> • Master’s degree in supply chain management, humanitarian warehousing programming, logistics, business administration, or a related field. 	<ul style="list-style-type: none"> • Logistics specialist certification • Project management qualification

Knowledge/Experience

Essential:	Desirable:
<ul style="list-style-type: none"> • At least 10 years of relevant experience at the regional or international level in warehousing, logistics and/or supply chain functions, including experience in managing warehousing operations in low resource settings. 	<ul style="list-style-type: none"> • Management of warehousing operations in a humanitarian emergency. • Demonstrated experience in designing and implementing warehousing solutions in developing countries, preferably in the Pacific region or similar contexts.

<ul style="list-style-type: none"> • Experience in conducting warehousing needs assessments and developing strategic improvement plans. • Broad understanding of the development context and the challenges and opportunities that frame programme implementation within the Pacific. • Excellent communication and interpersonal skills, with the ability to engage effectively with diverse stakeholders, including government officials, NGOs, and community leaders. • Fully functional computer skills across an array of Microsoft applications including Excel, Word, Outlook and PowerPoint. 	<ul style="list-style-type: none"> • Knowledge of climate-resilient and environmentally sustainable warehousing practices.
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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"> • Warehouse management • Supply chain optimization • Inventory control techniques • Project management • Stakeholder engagement and management • Humanitarian logistics principles • Cultural sensitivity and cross-cultural communication • Report writing and documentation
Advanced level	<ul style="list-style-type: none"> • Data analysis and interpretation • Risk management in supply chains • Strategic planning and implementation • Training and capacity building • Procurement processes in humanitarian contexts • Disaster response operations • Climate-resilient warehousing practices • Budgeting and financial management • Public speaking and presentation skills • Negotiation and conflict resolution • Technology integration in warehousing • Knowledge of Pacific regional context • Knowledge management and information sharing • Digital literacy and use of relevant software
Working knowledge	<ul style="list-style-type: none"> • MEL and programme operations within environments that have technology and capacity limitations. • SPC Regulations and Policies • Broad components of donor funding agreements.
Awareness	

Key Behaviors

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

Personal Attributes

- High level of professional integrity and ethics
- Friendly demeanor

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.