



JOB DESCRIPTION

Job Title:	Communications Adviser
Division/Programme and Section/Project:	Human Rights and Social Development, Promoting Just, Engaged, Civic-minded and Transparent Governance in the Pacific (PROJECT Governance)
Location:	Suva, Fiji
Reporting to:	Project Coordinator – PROJECT Governance with matrix reporting to Team Leader- Monitoring, Evaluation, Learning and Knowledge Management
Number of Direct Reports:	1
Purpose of Role:	Responsible for PROJECT Governance communications and visibility.
Date:	August 2024

Organisational Context and Organisation Chart

The vision of the Human Rights and Social Development (HRSD) Division is for just, equitable and resilient Pacific societies and it aims to achieve this by advancing human rights and good governance, gender equality and social inclusion, and positive expressions of Pacific culture, underpinned by a people-centred approach.

The Division 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. Assistance of the team occurs with 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 the Division encompasses the following objectives:

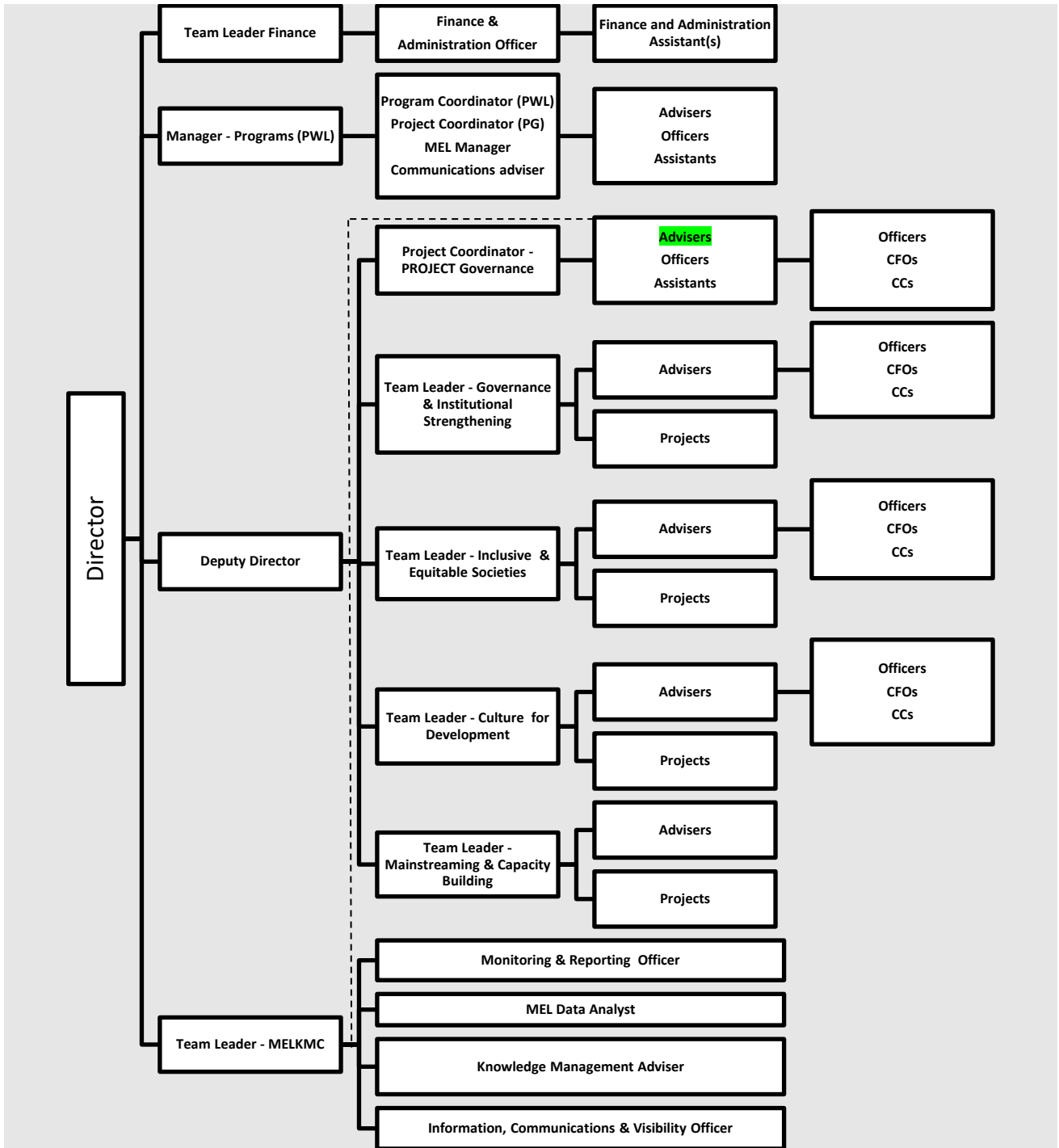
- Objective 1: Pacific governments and state institutions are strong, transparent and responsive for upholding and advancing human rights and good governance, gender equality, social inclusion, and positive expressions of Pacific culture.
- Objective 2: Pacific civil society is able to advocate for and realise human rights and good governance, gender equality, social inclusion, and the right to practice positive expressions of Pacific culture.
- Objective 3: Positive expressions of Pacific culture are safeguarded, promoted and integrated across our work to support human rights, gender equality and social inclusion.
- Objective 4: SPC programs and operations apply the people-centred approach and uphold and advances human rights and good governance, gender equality and social inclusion, and positive expressions of Pacific culture.

- Objective 5: HRSD works collaboratively, coherently and efficiently to deliver quality outcomes that uphold and advance human rights and good governance, gender equality and social inclusion, and positive expressions of Pacific culture.

The USD 20 million donor-funded 'Promoting Just, Engaged, Civic-minded and Transparent Governance in the Pacific Project' ('PROJECT Governance') is focused on strengthening democratic institutions and promoting sound, just, and responsive governance in the Indo-Pacific region.

PROJECT Governance is anchored by the commitments made by the Pacific Island Forum leaders in the 2000 Biketawa Declaration and reaffirmed in the 2018 Boe Declaration. These include promoting the widespread acceptance of just, transparent, accountable, participatory, and responsive governance practices and developing the capacity of governance institutions to sustainably implement best practices throughout the region.

Activities of Project Governance will improve the functioning of government institutions, civil society organizations and media as well as promoting transparency and accountability, opportunities for representation and inclusion of citizen interests in political and decision-making processes, upholding the rule of law, strengthening democratic institutions, and protecting rights and civil liberties, especially of women and other marginalized sectors.



Key Result Areas (KRAs):

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

1. KRA 1: Strategy Development and Implementation (40%)
2. KRA 2: Content creation and management (30%)
3. KRA 3: Strategic Outreach and Engagement (20%)
4. KRA 4: Management and Leadership (10%)

Jobholder is accountable for	Jobholder is successful when
KRA 1: Strategy Development and Implementation <ul style="list-style-type: none"> • Develop, implement and oversee a PROJECT Governance Communications Strategy aligned 	A PROJECT Governance communications strategy is designed that is evidenced to: <ul style="list-style-type: none"> • builds trust and offers a pathway for supporting the achievement of the

<p>with programme, donor and organisational objectives and priorities.</p> <ul style="list-style-type: none"> • Contribute to the development, enhancement, and implementation of the HRSD Divisions Communications Framework. 	<p>Programme objectives through strategic communications initiatives.</p> <ul style="list-style-type: none"> • aligned with the broader SPC and HRSD Division Communications strategies, ensuring a consistent approach to communications and stakeholder engagement. • Includes clear and compelling messages, a selection of contextually and culturally appropriate communication channels, and ensures consistency of messaging. • The communications section of the HRSD MELKMC Framework is embedded and implemented.
<p>KRA 2: Content creation and management</p> <ul style="list-style-type: none"> • Compelling and impactful content is created including press releases, articles, speeches, reports, and other communication materials for both internal and external audiences. 	<ul style="list-style-type: none"> • Adviser develops high-quality, culturally appropriate content for communication products (newsletters, articles, and social media posts,) working with internal stakeholders and development partners (i.e., USAID etc.), for quality assurance and dissemination support. • Contributes towards the development of SPC communications and visibility materials promoting SPC work in areas of human rights, political transparency etc to its stakeholders to increase understanding of the critical role objective governance plays in the lives and future of Pacific peoples.
<p>KRA 3: Strategic Outreach and Engagement</p> <ul style="list-style-type: none"> • Collaborate with internal and external stakeholders to facilitate effective communication, engagement and partnerships. 	<ul style="list-style-type: none"> • The Pro-Gov Programme Manager and MELKMC Team Leader are well supported with timely, quality advice on appropriate stakeholder engagement tools, methods, and channels. • PROJECT Governance engagement approaches, tools, products, and channels align with SPC standards and collectively support One SPC approaches towards meaningful impact. • Programme results, evidence, and learnings are disseminated using a variety of channels to meet the communications needs of different stakeholder groups. • The impact of PROJECT Governance’s stakeholder engagement efforts is monitored, and evidence-based recommendations are provided on ways to enhance its overall effectiveness. • Organizes seminars, lectures, forums, conferences, or other events relating to PROJECT Governance that are informed by best practice engagement and outreach approaches for the Pacific region and target audiences • Work alongside SPC and external strategic communications, outreach and engagement

	<p>teams to ensure best practice approaches are coordinated, actioned and evidence based in meaningful ways.</p> <ul style="list-style-type: none"> Reporting and budget management in line with communications, outreach and engagement budget lines and compliance to donor contractual obligations are informed and in line with SPC protocols and practice.
<p>KRA 4: Management and Leadership</p> <ul style="list-style-type: none"> Contribute to a team environment that is high-performing, respectful and committed to continuous learning; lead by example. Represents, contribute, manage and lead HRSD events and activities. 	<ul style="list-style-type: none"> Guidance, mentorship, and support is provided to communication staff, fostering a collaborative and high-performing team environment. Contribute towards the achievement of SPC outcomes through implementation, leadership in communications for development interventions.

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 activities across SPC and sub-grantees 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.
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Functional Relationships & Relationship Skills:

Key internal and/or external contacts	Nature of the contact most typical
<p>External</p> <p>Key external contacts are:</p> <ul style="list-style-type: none"> Funding and development partners Project partners NGOs, vendors, consultants, community members 	<ul style="list-style-type: none"> Reporting activities Providing information Managing relationships
<p>Internal</p> <p>Key internal contacts are:</p> <ul style="list-style-type: none"> PROJECT Governance team HRSD Team Other SPC Technical Divisions and programmes 	<ul style="list-style-type: none"> Seeks approval, informs, negotiates, communicates and facilitates

Level of Delegation:

Routine Expenditure Budget: *nil*

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

Personal Specification:

Qualifications

Essential:	Desirable:
A post graduate qualification in journalism or communications, or a related discipline from a recognised university or equivalent extensive experience	Tertiary undergraduate qualification in journalism or communications or equivalent extensive experience

Knowledge/Experience

Essential:	Desirable:
<ul style="list-style-type: none"> • At least 7 years of relevant experience at the regional or international level in public relations, public information, communications, stakeholder engagement or advocacy for donor-funded projects or programmes. • Broad understanding of the development context, as well as the challenges and opportunities that frame programme implementation within the Pacific. • Demonstrated experience in establishing effective communications and engagement strategies and content production plans aligned with programme / business plans and priorities. • A collaborative and open communication style with strong interpersonal and influencing capabilities to build relationships across different stakeholder groups. • Excellent written and verbal communication skills, including an ability to effectively communicate complex information to technical and non-technical audience. • Experience working autonomously to deliver a variety of communications materials, including briefs, PowerPoint presentations, social media posts and donor reports. • Proficiency in digital communication tools and social media platforms. • Demonstrated ability to work effectively in a team- based environment and supervise junior staff and consultants. • Experience in successfully working within a deadline-driven environment. • Fully functional computer skills across an array of Microsoft applications including Excel, Word, Outlook and PowerPoint. 	<ul style="list-style-type: none"> • Previous development experience • Knowledge of the CROP system • Experience working in human rights • Media networks in the Pacific • Experience working on MFAT, DFAT, USAID, FCDO or other large donor-funded projects. • Understanding and familiarity with disaster preparedness and response frameworks within the Pacific. • Awareness of the environmental and climate challenges facing Pacific Island countries. • Exposure to one or more of the following areas: disability inclusion, gender equality, social inclusion, localization, green humanitarian action

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"> • Communications analysis, strategy development, coordination of strategy implementation at both national and regional levels, audience analysis, message development, monitoring and evaluation.
Advanced level	<ul style="list-style-type: none"> • Networking and advocacy strategies; media engagement, training, relations, and strategy; editing and writing; developing awareness raising campaigns; high level advocacy; skills in developing newsletter articles, compelling stories and promotional material; capacity building.
Working knowledge	<ul style="list-style-type: none"> • Pacific political and social structures, processes and culture; video production (scriptwriting, directing, editing); website development and management; graphic design and layout.
Awareness	<ul style="list-style-type: none"> • SPC Regulations and Policies • Intergovernmental agencies, NGO and civil society organisations.

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

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.