



JOB DESCRIPTION

Job Title:	Communications, Engagement and Knowledge Management Assistant – PIEMA
Division/Programme and Section/Program (if any):	Geoscience, Energy and Maritime (GEM) Division, Disaster and Community Resilience Programme (DCRP)
Location:	Suva, Fiji
Reporting to:	Knowledge Management Specialist – Pacific Islands Emergency Management Alliance (PIEMA)
Number of Direct Reports: <small>[OBJ]</small>	0
Purpose of Role:	The Communications, Engagement and Knowledge Management Assistant – PIEMA is responsible for assisting in communications, engagement activities, and knowledge management to ensure effective dissemination of information, engagement with stakeholders, and efficient knowledge sharing within the program.
Date:	September 2023

Organisational Context and Organisation Chart

SPC is the principal scientific and technical organisation in the Pacific region, proudly supporting development since 1947. We are an international development organisation owned and governed by our 27 country and territory members. We work for the well-being of Pacific people through the effective and innovative application of science and knowledge, guided by a deep understanding of Pacific Island contexts and cultures. (<https://www.spc.int/>).

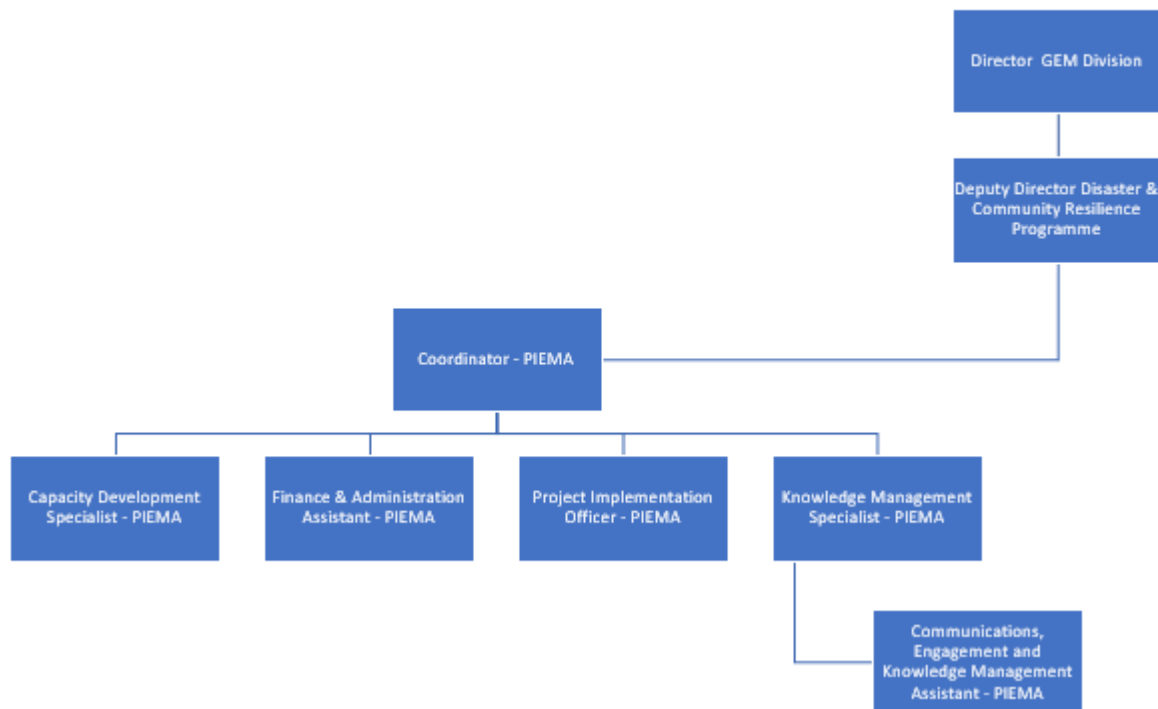
The GEM Division uses scientific and technical innovations to develop solutions that help overcome development challenges in the Pacific. GEM consists of four key technical programmes: Disaster and Community Resilience Programme (DCRP), Oceans and Maritime Programme, Georesources and Energy Programme, and Earth and Marine Observation Programme.

SPC has brought together its efforts in disaster risk reduction and water and sanitation, along with relevant climate change adaptation and natural resource management initiatives, into an integrated Disaster and Community Resilience Programme (DCRP). Part of SPC's Geoscience, Energy and Maritime (GEM) Division, the DCRP was formed to better support our Member Countries achieve their sustainable development goals through evidence-based action and partnerships for resilience. By bringing these related areas together, the DCRP is focusing SPC efforts to support Member Countries to demonstrate strengthened resilience through integrated actions on disaster risk management, climate change adaptation, natural resource management and increased access to water and sanitation. The DCRP delivers this work through a series of programs and programme funding, coming together through integrated programmatic delivery (<https://gem.spc.int/key-work/DCRP>).

PIEMA was established in July 2013 to support disaster and emergency preparedness, response coordination and capacity building for National Disaster Management Offices (NDMOs), Police, Fire and Emergency Services, and other national response agencies; as well as support improved interoperability and cohesiveness between key response agencies in Pacific Island Countries (PICs). It is a coalition involving the Pacific Community (SPC), the Regional Disaster Managers Meeting (RDMM), Pacific Islands Fire Emergency Services Association (PIFESA) and Pacific Island Chiefs of Police (PICP) Secretariat.

PIEMA is committed to enhancing emergency preparedness for effective response in the Pacific and is committed to working together and sharing knowledge and experience to contribute to building resilience and safety in our communities. It operates according to the follow values: sovereignty and localisation | regional collaboration and cooperation | trust | teamwork and leadership | transparency and accountability | inter-operability and standards | diversity and inclusion | people-centred collaboration | strengths-focused.

The role of the Communications, Engagement and Knowledge Management Assistant – PIEMA is based within DCRP in SPC’s GEM Division; and reports to the Knowledge Management Specialist – PIEMA.



The specific performance and skill requirements will include:

- Strong written and verbal communication skills.
- Ability to craft clear, concise, and engaging content for various communication channels (e.g., reports, presentations, multimedia materials, newsletters, press releases, social media).
- Experience in managing and maintaining social media accounts (e.g., Twitter, LinkedIn, Facebook) for a program.
- Ability to develop and execute social media strategies to enhance project visibility.
- Proficiency in using communication tools and software.
- Understanding of knowledge management principles and practices.
- Proficiency in data organization and the ability to create and maintain knowledge repositories.
- Proactive relationship building and stakeholder liaison skills as well as ability to undertake tasks collaboratively with internal and external partners.

Key Result Areas (KRAs):

The role of Communications, Engagement and Knowledge Management Assistant – PIEMA will encompass the following Key Result Areas:

Key Result Area 1: **Maintaining PIEMA visibility both internally and externally – 50%**

Key Result Area 2: **Building and maintaining stakeholder relations – 20%**

Key Result Area 3: **Management of information and learning products – 30%**

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

Jobholder is accountable for	Jobholder is successful when
<p>KRA 1: Maintaining PIEMA visibility both internally and externally (50%)</p> <ul style="list-style-type: none"> • Support the development of PIEMA’s communication plan to support program implementation • Maintain and grow PIEMA’s social media profile on various platforms (Facebook, X, LinkedIn) • PIEMA website is maintained with regular updates from program implementation • Release PIEMA electronic newsletter according to schedule • Develop and/or collect PIEMA related photos, videos and stories from across the 14 countries under the program scope and maintain storage of these in the PIEMA SharePoint • Draft press releases in accordance with donor and SPC requirements • Contribute to PIEMA results framework and other Monitoring, Evaluation, Research and Learning (MERL), and progress reporting • Support graphics needs of the program 	<ul style="list-style-type: none"> • Evidence of contribution to PIEMA communication plan. • Growth displayed in social media analytics • PIEMA website is updated with relevant content from program implementation • PIEMA electronic newsletter is released according to schedule • PIEMA related photos, videos and stories are developed and/or collected from across the 14 countries under program scope and stored in the PIEMA SharePoint • Evidence of press releases • Evidence of contribution to PIEMA results framework and other Monitoring, Evaluation, Research and Learning (MERL), and progress reporting • Evidence of support to program’s graphics needs

<p>KRA 2: Building and maintaining stakeholder relations (20%)</p> <ul style="list-style-type: none"> • Support the development of PIEMA engagement strategy to support program implementation • Build and maintain working relationships with SPC and PIEMA member communications, information and knowledge management officers • Maintain and update PIEMA’s contact and distributions lists including their accessibility in the PIEMA SharePoint • Support stakeholder engagements in program meetings, conferences and other events including note taking • Contribute to maintaining and updating PIEMA training and meeting (and other such activities) database including registration of participants for PIEMA online courses 	<ul style="list-style-type: none"> • Contribution to the PIEMA engagement strategy is made • Working relationships with SPC and PIEMA member communications, information and knowledge management officers is established and maintained • PIEMA contact and distribution lists are developed, maintained and accessible • Evidence of support provided to stakeholder engagements at program events • Evidence of contribution
<p>KRA 3: Management of information and learning products (30%)</p> <ul style="list-style-type: none"> • Contribute to the development and maintenance of PIEMA knowledge management framework • Collect and file PIEMA (and other relevant) information and knowledge products, both in print and electronic format, ensuring their accessibility to both internal and external stakeholders • Contribute to improving PIEMA’s internal and external systems for sharing information and knowledge management products • Contribute to PIEMA’s MERL and progress reporting activities using PIEMA information and knowledge products • Provide quality assurance of PIEMA information and knowledge products in a timely manner 	<ul style="list-style-type: none"> • Evidence of contribution to the development and maintenance of PIEMA knowledge management framework • Evidence that PIEMA (and other relevant) information and knowledge products, both in print and electronic format, are collected and made accessible to internal and external stakeholders • Evidence of contribution to improving PIEMA’s internal and external systems for sharing information and knowledge management products • Evidence of contribution to PIEMA’s MERL and progress reporting activities using PIEMA information and knowledge products • High quality PIEMA information and knowledge products developed in timely manner

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):

- Assist with developing and implementing the PIEMA knowledge management framework and PIEMA engagement strategy.
- Maintain and update PIEMA training and meeting (and other such activities) database.
- Collect and file PIEMA information and knowledge products ensuring their accessibility to internal and external stakeholders.
- Develop and maintain engagement with internal SPC and external stakeholders to build awareness and support implementation of PIEMA.
- Good understanding of the cultures and their respective traits in the Pacific.

- Required to travel regularly and extensively.

Functional Relationships & Relationship Skills:

Key internal and/or external contacts	Nature of the contact most typical
<p>External Key external contacts are:</p> <ul style="list-style-type: none"> • PIEMA members • Communications, information and knowledge management officers of PIEMA members • Media • Other government agencies • Other CROP agencies • Support partners • Donors and development partners 	<p>The incumbent will liaise with representatives of these key contacts for various aspects of supporting the delivery the PIEMA program through, but not limited, the following:</p> <ul style="list-style-type: none"> • Content and/or event and/or campaign planning, development and coordination, media distribution, website development • Communications plan and engagement strategy consultations • Message development, media training and coaching, conducting interviews, filming, promoting government efforts, integrated press releases • Reporting, program promotion, knowledge and information sharing, coordination of media strategies
<p>Internal Key internal contacts are:</p> <ul style="list-style-type: none"> • PIEMA Coordinator and program team • SPC and DCRP communications teams • DD-Disaster & Community Resilience • DCRP staff • Director GEM • DDG-Suva • SPC Corporate Services 	<p>The incumbent will liaise with these internal contacts during implementation of the PIEMA program to ensure the deliverables are being addressed within the specified timeframes. This may include, but not be limited, to the following:</p> <ul style="list-style-type: none"> • Press release sign off, information and IT systems protocols and development, communications planning and integration, SPC exposure and promotion • Cross programme communications integration, press release development • Website and information systems development • Communication strategy development/implementation, media strategies, lobbying strategies, events development, materials production and development, media requests, knowledge sharing

Level of Delegation:

Routine Expenditure Budget: 0 EUR

Budget Sign off Authority without requiring approval from direct supervisor: 0 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"> Diploma (and/or equivalent work experience) in journalism, media, information or knowledge management or communications, or a related discipline 	<ul style="list-style-type: none"> Bachelor's degree in journalism, media, information or knowledge management or communications, or a related discipline

Knowledge/Experience

Essential:	Desirable:
<ul style="list-style-type: none"> Minimum of 4 years working in a professional capacity in the communications, information and knowledge management field Proficiency with Microsoft Office, SharePoint, Social Media platforms and other information, communications and knowledge management tools and systems Experience providing quality assurance for formal program documents Ability to proactively respond to ad-hoc requests related to communication, information and knowledge management products 	<ul style="list-style-type: none"> Work experience in the Pacific at both national and regional levels with a range of stakeholders Solid photography skills Work experience in managing communications, information and knowledge management products

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"> Excellent English communication skills (oral and written) Ability to communicate effectively with range of stakeholders Developing communication plans and engagement strategies Writing for various stakeholders – media release, reports, social media etc. Social media and website utilisation
Advanced level	<ul style="list-style-type: none"> Ability to work as part of a team, with a high level of interpersonal skills Attention to detail with high computer literacy Communication and responsiveness to needs of stakeholders Established network with other information and communication officers Networking and stakeholder engagement
Working knowledge	<ul style="list-style-type: none"> Website management Ability to set priorities and work with minimal supervision Ability to work and respond to stakeholders needs in a timely manner Flexible approach and demonstrated ability to meet deadlines Commitment to continuous improvement Strategic thinker with well-developed innovation and analytical skills Strong written and communication skills Results-orientated and high level of attention to detail Excellent PC-based computer skills, including knowledge of Microsoft Office tools, SharePoint and other information and knowledge management tools and platforms

Key Behaviours

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

- Commitment/personal accountability

- Professional/technical expertise
- Teamwork
- People centred approach
- Effective communications & relationships
- Leadership
- Promotion of diversity, gender and social inclusion

Personal Attributes

- High level of professional integrity and ethics
- Friendly demeanour
- 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.