



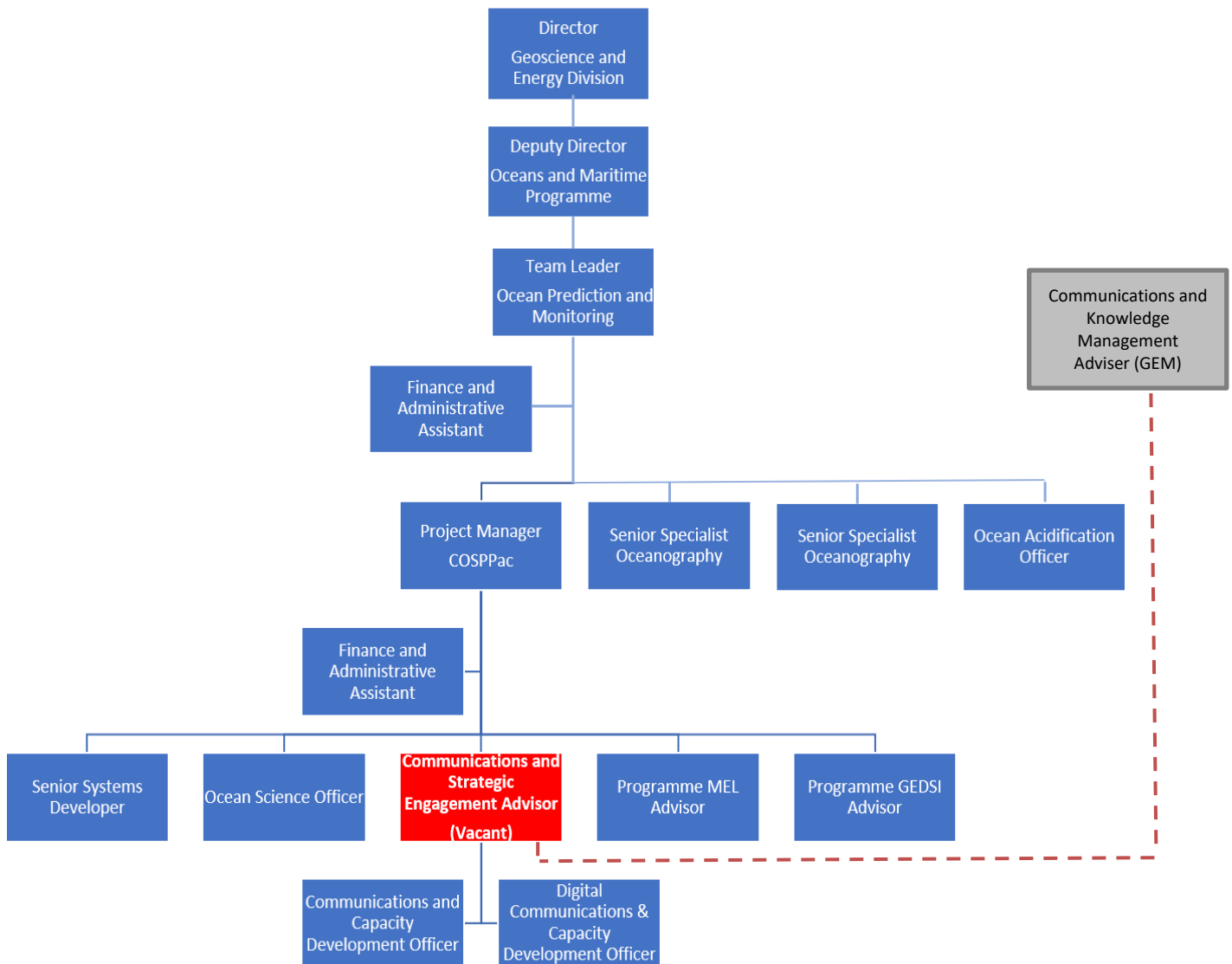
JOB DESCRIPTION

Job Title:	Communications and Strategic Engagement Adviser
Division/Programme and Section/Project (if any):	GEM/OMP/COSPPac
Location:	Suva, Fiji.
Reporting to:	Project Manager COSPPac
Number of Direct Reports:	2
Purpose of Role:	The Communications and Strategic Engagement Adviser's role is to drive effective communication, collaboration, and stakeholder engagement to advance the strengthening of climate and ocean-related services in the region through the Climate and Oceans Support Program in the Pacific (COSPPac). By strategically leveraging communication channels and fostering partnerships, the Adviser contributes to achieving tangible impacts through the development and implementation of the communications strategy, enhancing communication roles within national counterparts and providing strategic support for the program.
Date:	July 2024

Organizational Context and Organization Chart

The Geosciences, Energy and Maritime (GEM) Division of SPC is comprised of comprises four main three programme areas and one Programming Performance and Systems Unit. The three programmes are: i) Oceans and Maritime; ii) Geo-resources and Energy; and iii) Disaster and Community Resilience, and iv) Earth and Ocean Observation Services. The Oceans and Maritime Programme is organised to respond to SPC members' needs in three focus areas – Policy and Governance; Technical Assessment and Data Management; and Capacity Building and Gender. The Oceans and maritime Programme has a holistic approach in the three areas to successfully assist SPC members towards achieving four main outcomes: i) Good Oceans and Maritime Governance; ii) Sustainable Maritime Transport and Safe Navigation; iii) Strengthened Ocean and Coastal Monitoring and Prediction Services; and iv) Improved Ocean Literacy and Maritime Capacity.

The Climate and Oceans Support Programme in the Pacific Phase 3 (COSPPac3) is supported by the Government of Australia and New Zealand. COSPPac has entered a third phase of four years (2023-2027) and builds on Australia's long-term support for core climate information services across the Pacific, ensuring the continued development of valued products and services for optimum impact for Pacific Island governments and communities. COSPPac3 is implemented by the Australian Bureau of Meteorology (the Bureau), in partnership with Geoscience Australia (GA), the New Zealand National Institute of Water and Atmospheric Research Limited (NIWA), the Pacific Community (SPC), and the Secretariat of the Pacific Regional Environment Programme (SPREP).



Key Result Areas (KRAs):

The position of Communications and Strategic Engagement Adviser will encompass the following major Key Result Areas:

1. Programme Communications, Strategy Development and Implementation
2. Content Creation, Knowledge Management and Reporting
3. Stakeholder Engagement and Capacity Building
4. People Management

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

Jobholder is accountable for	Jobholder is successful when
<p>KRA#1 Programme Communications, Strategy Development and Implementation – 35%</p> <ul style="list-style-type: none"> • Develop and execute comprehensive communications strategies aligned with COSPPac Programme goals and objectives, ensuring consistency and coherence across all communication channels. • Lead and supervise the creation of compelling content, including press releases, articles, newsletters, social media posts, and multimedia materials, to raise awareness of COSPPac activities and achievements. • Monitor media coverage and online discussions related to climate and ocean issues in the Pacific region, identifying opportunities to enhance donor investment and COSPPac's visibility and influence. • Evaluate the effectiveness of communication efforts using key performance indicators (KPIs) and feedback mechanisms, and adjust strategies as needed to optimize impact. • Develop comprehensive workplans for communications across the programme ensuring all activities have communications support and improve the user-accessibility of products and services. • Facilitate dialogue and collaboration among stakeholders to promote knowledge sharing, innovation, and coordinated action on climate and ocean-related challenges. • Represent COSPPac at regional and international forums, conferences, and meetings, advocating for the integration of climate and ocean considerations into policy and decision-making processes. • Provide strategic advice and support to national meteorological services and partner organizations on communication and engagement strategies to enhance their visibility, credibility, and impact. 	<ul style="list-style-type: none"> • A comprehensive communications strategy is developed in consultation with all COSPPac partners and participating countries and consistent with SPC strategic priorities and SPC strategic plan. • Programme wide communications is well coordinated, planned and delivered. • Regular surveys or feedback mechanisms showing stakeholder satisfaction with the clarity and effectiveness of communication materials. • Evidence of alignment between communication strategies and COSPPac Programme goals through documented strategic plans and reports. • Feedback from stakeholders indicating the relevance and impact of communication materials in raising awareness and understanding of COSPPac initiatives. • Routine reporting summarizing media coverage and online discussions with insights on emerging trends and opportunities. • Existence of documented workplans outlining communication activities, responsibilities, and timelines. • Evidence of integration of communication support into all programme activities • Evidence of improved communication and engagement practices within national meteorological services and partner organizations through documented case studies or testimonials • COSPPac stakeholder requests on communications are documented and responded to.
<p>KRA#2 Content creation, Knowledge Management and Reporting-20%</p>	<ul style="list-style-type: none"> • The Adviser develops high-quality, culturally appropriate content for communication products

<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. • Manage and maintain a repository of communication materials, best practices, and lessons learned to support knowledge sharing and organizational learning within COSPPac and among partner organizations. • Prepare regular progress reports, case studies, and success stories highlighting COSPPac's achievements and impacts for internal and external audiences. • Collaborate with monitoring and evaluation teams to collect and analyse data on communication activities and outcomes and incorporate findings into reporting and strategic planning processes. • Support the development and dissemination of research findings, policy briefs, and other knowledge products to inform decision-making and policy development in the Pacific region. • Develop case studies for successful initiatives, ensure disability inclusion in communication, provide graphic design and video support. • Provide technical assistance and guidance on the development of communication materials, including reports, presentations, and multimedia content, to effectively communicate climate and ocean information to diverse audiences. • Responsible for programme level reporting on communications 	<p>(newsletters, articles, and social media posts,) working with internal stakeholders and development partners for quality assurance and dissemination support.</p> <ul style="list-style-type: none"> • Content is in line with SPC approved branding and approved through appropriate channels. • All communications content is consistent with SPC's and development partners branding and messaging. • Works closely with the MEL Adviser to inform the development and amplification of evidence and results in a way that supports effective transmission and uptake. • Case studies are developed highlighting COSPPac initiatives and shared with relevant partners and agencies. • Timely and accurate programme-level reporting on communication activities and outcomes. • Design, implementation and impact reporting of communication-related insights and recommendations integrated into programme-level reporting processes. • Alignment between communication reporting and overall programme objectives and priorities. • knowledge products are supporting decision-making processes, are evidence based and/or policy development in the Pacific region. • Evidence of disability inclusion in communication materials through accessibility features and targeted outreach.
<p>KRA#3 Stakeholder Engagement and Capacity Building– 35%</p> <ul style="list-style-type: none"> • Identify and cultivate strategic partnerships with government agencies, regional organizations, academia, civil society groups, and other stakeholders to advance COSPPac's objectives. • Develop and deliver training workshops, webinars, and other capacity-building activities to strengthen the communication skills and competencies of staff within national meteorological services, land 	<ul style="list-style-type: none"> • The COSPPac team is well supported with timely, quality advice on appropriate stakeholder engagement tools, methods, and channels. • COSPPac engagement approaches, tools, products, and channels align with SPC standards. • Programme results, evidence, and learnings are disseminated using a variety of channels to meet the communications needs of different stakeholder groups. • The impact of COSPPac's stakeholder engagement efforts is monitored, and evidence-based recommendations are provided on ways to enhancing its overall effectiveness.

<p>and survey departments and partner organizations ensuring trainings include risk communications and knowledge brokering.</p> <ul style="list-style-type: none"> • Conduct inclusive and accessible communication training in collaboration with disability inclusion coordinators and gender advisers. • Conduct user needs and stakeholder workshops to understand information needs and preferences. • Facilitate participatory processes to engage stakeholders in the co-design and implementation of communication initiatives, ensuring relevance, ownership, and sustainability. • Monitor and evaluate the effectiveness of capacity-building efforts, gathering feedback from participants and stakeholders to inform continuous improvement and adaptation. • Support NMHSs and LSDs in undertaking communication and engagement activities through flexible funding • Develop systems for listening to stakeholder and community feedback, evaluate messaging effectiveness and provide recommendations to continuously adapt based on feedback. 	<ul style="list-style-type: none"> • Capacity needs assessment is conducted, and requirements are well documented for teams to address. • Trainings are well planned, conducted and reports produced. • Flexible funding is accessed by NMHSs and communication officers recruited. • Continuous mentoring and training of communication officers • Effective mechanisms are deployed to receive and document user feedback
<p>KRA#4 People Management-10%</p> <ul style="list-style-type: none"> • Manage the performance and supervise communication officers within COSPPac. • Influence staff and mediate between colleagues to resolve complex and contentious issues. • Identify opportunities and organise capacity development activities and for staff and stakeholders. • Build strong and effective team capable of providing the highest quality service to member countries and clients. • Monitor the performance and workloads to ensure that objectives and deadlines are met. • Contribute to a team environment that is high-performing, respectful and committed to continuous learning and support internal knowledge sharing lead by example. 	<ul style="list-style-type: none"> • Positive feedback from staff is received through the performance development system. • Competent and motivated team is in place, performing efficiently and effectively. • Staff training and career developments are resourced and utilised by staff. • Team performance evaluations indicating high levels of productivity, collaboration, and client satisfaction. • Evidence of positive team dynamics and morale through regular team feedback mechanisms. • Demonstration of successful outcomes and achievements attributable to the collective efforts of the team.

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 in the coordination of effective delivery of programme activities in different work cultural environments.
- Working with a diverse set of stakeholders with varying degrees of understanding and support of communications and knowledge management is the main difficulty.
- Ensuring strategic communications coherence across these diverse voices and interests during the design and implementation phases.
- Maintaining effective and open communication and coordination across the programme and programme partners and stakeholders
- Ensuring that all activities and actions are grounded in Pacific values and principles.
- Continually adapting work delivery to respond to current and emerging communications issues.
- Managing and compiling programme learnings as knowledge products for internal and external audiences.
- Application of a range of capacity building modalities (training, coaching, mentoring, resources etc.) to build staff knowledge and skills and transform attitudes and practices to ensure all staff contribute fully and effectively to COSPPac processes.
- Working to tight deadlines with competing demands for reports on strategic direction, donor proposals/evaluations and donor reports.
- Engaging with diverse technical and non-technical stakeholders across GEM programmes and PICTs projects.
- Understanding the core needs and requirements of technical work programmes and delivering appropriately.
- Organizing and conducting workshops and training to participants with diverse skill sets.

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"> • COSPPac Project Partners • PICTs project partners • International and regional scientific and technical partners • CROP agencies • PICTs ministries e.g.: Lands and Survey, Geospatial, Environment, NDMO and Climate Change, Met Offices • Pacific Disability Forum • NGOs, CSOs • Australian Pacific Climate Partnership communications and knowledge brokering focal points. • SPREP Communications team • Geoscience Regional and International Partners (IOC/UNESCO, PIGOOS etc.) • National and regional media personnel • Consultants • DFAT/MFAT 	<ul style="list-style-type: none"> • Supporting the implementation of communications practices and recommendations • Capacity building • Remote and on-site support • Gaining cooperation and developing and implementing communications strategy • Providing quality information for programme reports • Facilitating effective information exchange • Liaising on joint visibility and communication actions • Persuading and influencing application of reporting using appropriate information. • Negotiating capacity development programmes and schedules

<p>Internal</p> <p>Key internal contacts are:</p> <ul style="list-style-type: none"> • SPC COSPPac Team • Team Leader Communications-GEM Division • Corporate communications team • SPC communications focal points 	<ul style="list-style-type: none"> • Requirements and needs assessments. • Collaborating in communications processes and procedures • Progress and formal reporting • Explaining and mediating systems and tools • Facilitating information exchange • Leading integration of communications processes
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Level of Delegation:

Routine Expenditure Budget: *Nil*

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

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

<p>Essential:</p> <ul style="list-style-type: none"> • Postgraduate qualification in a relevant area including journalism, communications, marketing, international relations, political science, or related field or equivalent work experience. 	<p>Desirable:</p> <ul style="list-style-type: none"> • Master’s degree in a relevant area including journalism, communications, marketing, international relations, political science, or related field.
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Knowledge/Experience

<p>Essential:</p> <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. 	<p>Desirable:</p> <ul style="list-style-type: none"> • Experience working on MFAT, DFAT or other large donor-funded projects. • Good understanding of strategic communications, public relations and visibility. • Familiarity with Monitoring and Evaluation principles and practices. • Fair understanding of marine sciences, climate science, geoscience, and climate change. • Previous experience in teaching or training capacity, formal or informal. • Familiarity with development issues pertaining to disaster management, water and sanitation, and climate change. • 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.
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<ul style="list-style-type: none"> • 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 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 as well as graphic tools such as Adobe packages 	
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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"> • Preparation and publishing of technical and non-technical communication products. • Organisational and logistic skills. • Writing skills (English). • Prioritising and task coordination. • Decision making and problem solving.
Advanced level	<ul style="list-style-type: none"> • International event/ workshop coordination. • Stakeholder engagement. • Training, facilitation or teaching experience. • Monitoring and evaluation tools and techniques. • Design skills for graphics, photography and visual layouts. • Meticulous attention to detail • Efficient utilisation of project resources.
Working Knowledge	<ul style="list-style-type: none"> • Marine science, climate science, and climate change issues. • Pacific development landscape/ regional and national organisations and concerns. • Good interpersonal and communication skills. • Computer literacy, particularly with Microsoft Office, and media applications. • SPC rules and regulations
Awareness	<ul style="list-style-type: none"> • Effective in a multidisciplinary, cross-cultural environment;

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 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.