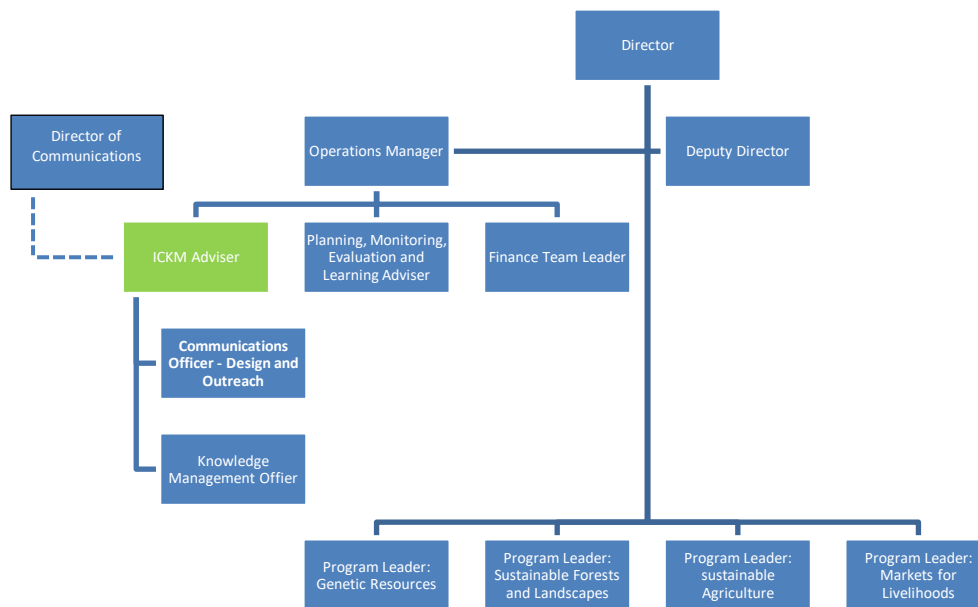




JOB DESCRIPTION

Job Title:	Information, Communications and Knowledge Management (ICKM) Adviser
Division:	Land Resources Division (LRD)
Location:	Suva, Fiji
Reporting to:	Operations Manager
Direct Reports:	2 direct reports and 3 indirect
Job Purpose:	To develop, manage and implement information and knowledge management strategies and systems for Land Resources Division.
Date:	May 2023

Organizational Context and Organization Chart



Key Result Areas (KRAs):

The position of Information, Communication and Knowledge Management Adviser encompasses the following major functions or Key Result Areas:

1. **Strategy, awareness and advocacy** - development and coordination of LRD Information and Knowledge Management strategy in support of LRD's integrated programming and emergency response initiatives. LRD supported through effective advocacy, outreach and new partnerships
2. **Information and knowledge management** - effective information management systems and approaches for documenting results, sharing best practices and lessons learned of LRD programs and strategies, the Pacific Region, international partner agencies and broader community
3. **Communication and publications** - effective communication and messaging with other SPC divisions, development agencies and NGOs
4. **People Management** – provide leadership and supervision of support team members including positions located in the division's technical programmes

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

Jobholder is accountable for	Jobholder is successful when
<p>Strategy, awareness and advocacy (30%)</p> <ul style="list-style-type: none"> • Lead the development and coordinate the implementation of a Communications and Information and Knowledge Management strateg(ies) for the Division. • Promote LRD regionally and internationally through international forums, global events and campaigns • Coordinate the planning and implementation of High-Level Advocacy events and campaigns that showcase LRD's programs, comparative advantages and strategic priorities. • Promote LRD strategic goals and objectives with Donor agencies as part of the division's resource mobilisation strategy. • Support development of high-level briefings and confidential information to ensure effective delivery of work in cultural and relevant manner for countries, donors, partners • Creation of tools and systems that support the division's wider advocacy intent with target audiences / stakeholders • Support the formulation of communication and knowledge management frameworks for new project / program proposals 	<ul style="list-style-type: none"> • LRD Communications and Information and Knowledge Management Strateg(ies) implementation monitored and reported • Develop and manage annual IKM implementation plans • Information, and knowledge management capacity within LRD programs strengthened • Strong representation of LRD at international forums through relevant, meaningful and captivating knowledge products • Donors are well aware and informed of LRD comparative advantages and strategic priorities • Increased networking between LRD and member countries, stakeholders and donor partners • New projects have solid communications and knowledge management plans
<p>Information and knowledge management (IKM) (30%)</p> <ul style="list-style-type: none"> • Foster a collaborative and knowledge sharing culture to execute the division's KM strategy. • Develop and maintain a central information and knowledge management system for the division that is easily accessible and updated regularly. • Identify and curate technical content for LRD web sites and Pacific Data Hub ensuring consistency of the materials 	<ul style="list-style-type: none"> • Knowledge management platforms and tools are developed, including LRD web pages. • Pacific Agriculture Information System is effectively playing its role as a regional knowledge broker • Analysis of the relevant skills and a discussion with each staff member involved makes it

<ul style="list-style-type: none"> • Develop and manage the division specific website and website community engagement • Utilize social media to support syndication of LRD news and information • In collaboration with other LRD/SPC team members, scope and implement appropriate and effective tools and systems on knowledge capture of best practices and lessons learned from the division’s operations internally/externally • Establish and maintain knowledge networks and learning communities of practice around sustainable agriculture, forestry and lands management, genetic resources, and markets for livelihoods within SPC • Advocate and provide training for knowledge management functions to enable all staff to share knowledge in operational activities • ensure that key country specific and region specific public information on agriculture and forestry undertakings are captured in a systematic way to inform decision making and proposal development in the division • work closely with the Planning, Monitoring and Evaluation and Learning (PMEL) Adviser to capture key learnings, stories and highlights for sharing to wider audiences internal and external 	<p>possible to identify training needs to match the objectives to be met.</p> <ul style="list-style-type: none"> • A diverse array of knowledge sharing, communications and social networking tools that support and improve organizational learning and build sustainable stakeholder links, increase knowledge sharing and facilitate discussions • Effective knowledge capture practices and knowledge sharing evident within LRD and across SPC divisions • New networks established and actively engaging stakeholders within LRD and across SPC • Lessons learned and best practices for products, events, and other knowledge management activities are clear and documented
<p>Communications and publications (30%)</p> <ul style="list-style-type: none"> • Strengthen communication and messaging with key partners which include other SPC divisions, development agencies, member countries and regional/international stakeholders. • Coordinate and quality assure all LRD publication activities, including content management, norms for publishing, design and supervision of publications dissemination • Assist in the preparation and publication of LRD internal reports on the project results, best practices and lessons learned of the Division • Oversight production of multi-media products to support national and regional uptake of regionally accumulated scientific knowledge from LRD programmes • Oversee the implementation of regional communications and publications strategies with partners in the Pacific. • Ensure that the Division’s key milestones through projects, programmes and strategic undertakings are well communicated to key stakeholders through the various mediums available. • Coordinate the division’s communications approach to large strategic regional meetings hosted by the Directorate to ensure that events have maximum coverage from pre/during/post stages 	<ul style="list-style-type: none"> • Knowledge products generated for LRD are available online and via national and regional media outlets • Synthesis reports of LRD achievements and results published • A wide range of awareness materials produced and disseminated nationally and regionally and at international forums. • A diverse array of communication methods (High level advocacy, community awareness campaigns, media engagement, etc.) materials and tools are employed by the Division and countries

<p>People Management (10%)</p> <ul style="list-style-type: none"> • Coordinate management of direct reporting staff in the team, to achieve work plan deliverables. • Provide mentoring and support to ICKM staff within Pillars • Creating a team environment that fosters and develops effective working relationships and high performance. • Manages staff performance and supports training and development • Conducts fair, consistent, timely performance planning and review meetings and encourages open communication to discuss performance. • Monitoring the performance and workloads of staff members and service providers to ensure that objectives are met. • Supports the health and safety and well-being of employees in the way they manage and monitor the team 	<ul style="list-style-type: none"> • Mentoring, coaching and guidance is provided to staff on a timely basis. • Ensures corporate requirements are met individually and as a team including the performance planning and assessment cycle • Performance issues are addressed in a timely manner. • Health and safety risks, issues and hazards are reported and addressed
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Note

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.

Work Complexity:

<p>Most challenging duties typically undertaken:</p> <ul style="list-style-type: none"> • Effectively coordinate the implementation of LRD information and knowledge management strategies and the production of consequent outputs • Development and effective implementation of knowledge management systems • Facilitating the expansion of communities of practice and knowledge networks within LRD, SPC, as well as regionally and internationally.

Functional Relationships & Relationship Skills:

Key internal and/or external contacts	Nature of the contact most typical
<p>External</p> <ul style="list-style-type: none"> ▪ Government and public service: Leaders, Ministers, permanent secretaries, state/provincial governors, lower level public servants. ▪ Media professionals: News editors, journalists, producers, camera crews, photographers, graphic designers, web designers and advertising executives. ▪ NGOs ▪ Other CROP agencies, Donor agencies and development agencies. 	<ul style="list-style-type: none"> ▪ Information sharing and gathering information ▪ Awareness and advocacy

<p>Internal</p> <ul style="list-style-type: none"> ▪ LRD Director and Senior Management Team ▪ All LRD Pillar heads, Senior Advisors and project managers. ▪ ICT and information management staff ▪ SPC Media and Communications Unit ▪ LRD Planning, Monitoring, Evaluation and Learning Advisor ▪ Pacific Data Hub team ▪ SPC Library ▪ LRD project/program ICKM Officers 	<ul style="list-style-type: none"> • Giving/receiving and informing • Facilitating information exchange • Explaining and mediating systems/databases • Leading and supervising development knowledge management systems
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Level of Delegation:

Routine Expenditure Budget or Overall operational budget managed by the role: 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

<p>Essential:</p> <ul style="list-style-type: none"> ▪ Master’s degree preferably in knowledge management, communications, organizational learning, ICT or related subject, or alternatively in a discipline relating to international development 	<p>Desirable:</p> <ul style="list-style-type: none"> ▪ Additional qualifications or experience of working with on information and knowledge management
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Knowledge/Experience

<p>Essential:</p> <ul style="list-style-type: none"> • 10 years of relevant experience at the national or international level in knowledge management or organizational learning. • Demonstrated understanding of knowledge management principles and capacity to deliver knowledge management and/or organizational learning activities. • Experience in sustainable development issues and approaches at national, regional or international level. • Excellent oral and written expression in English and good working knowledge in French. 	<p>Desirable:</p> <ul style="list-style-type: none"> • Understanding of the media and communications environment in Pacific Island countries, especially within government and NGOs, as well as the mainstream media industry. • Familiarity with Pacific Island Countries would be an advantage. • Training development and facilitation experience, with knowledge of the basic principles of training and education in communications.
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<ul style="list-style-type: none"> • Demonstrated experience in the use of various online tools and systems that support ICKM • Demonstrated analytical skills and the ability to master, compile, summarise and communicate new material quickly. • Ability to work independently and within a team. • Excellent networking skills with the ability to create rapport with various types of stakeholders. • Proficiency in using Microsoft Office suit of programmes as well as usage of web-based management systems, good knowledge and experience in audio-visual production. 	<ul style="list-style-type: none"> • Inventive, creative and aptitude for problem solving. • Previous experience with a multilateral or international organization.
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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"> • Knowledge management • Organizational learning • Strategy development • Coordination of strategy implementation at both national and regional levels • Audience analysis • Message development • Website management
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"> • Knowledge Information systems and IT platforms • Website development
Awareness	<ul style="list-style-type: none"> • Intergovernmental agencies, NGO and civil society organisations

Key Behaviours

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

- Commitment/ Accountability
- Professional/Technical Expertise
- Teamwork
- Customer Focus
- Effective Communications & Relationships
- Leadership
- Coaching and Development
- Strategic Perspective

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.