



## JOB DESCRIPTION

<b>Job Title:</b>	Information and Communication Officer
<b>Work unit:</b>	Environmental Sustainability and Climate Change Programme (CCES)
<b>Location</b>	Noumea
<b>Reporting to:</b>	Programme Manager
<b>Number of direct reports:</b>	None
<b>Purpose of Role:</b>	<p>This position is an integral part of climate change flagship (CCF), coordinated by CCES.</p> <p>The overall purpose of the role is to provide a high-level communication support to the CCF in the valorization of all SPC climate change related activities, in order to ensure a high visibility of the CCF's activities and results.</p> <p>It will as well support the management system of Climate change data, information and communication aligned with SPC processes and relevant platforms and existing tools.</p>
<b>Date:</b>	February 2025

### Organizational Context and Organization Chart

The **Pacific Community (SPC)** is the principal scientific and technical organisation in the Pacific region, supporting development since 1947. We are an international development organisation owned and governed by our 27 member countries and territories. In pursuit of sustainable development to benefit Pacific people, our organisation works across more than 20 sectors. We are known for our knowledge and innovation in such areas as fisheries science, public health, geoscience and agriculture.

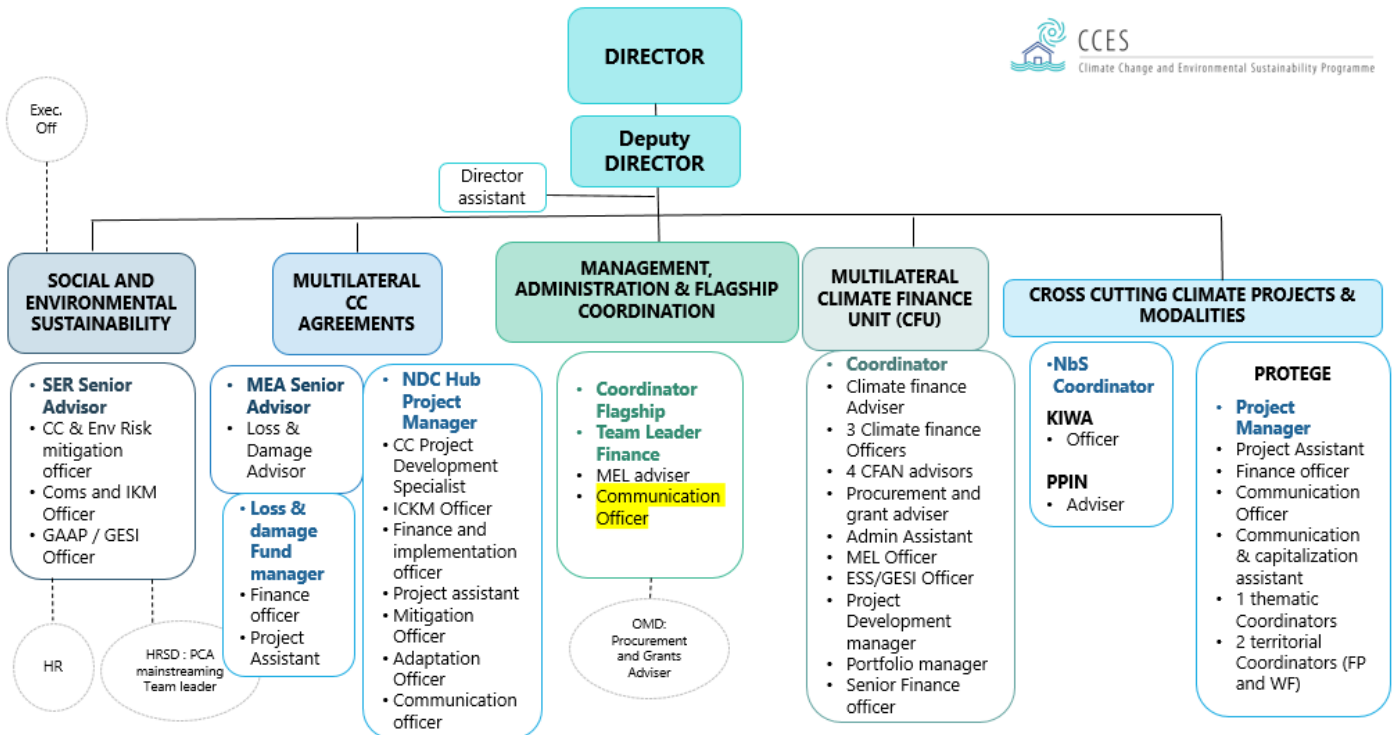
SPC is committed to bringing together our deep sectoral expertise, research, relationships, and implementation experience into Flagships. These programmes accelerate our efforts to address the challenges and opportunities facing the Blue Pacific in the 21st century, and work together with our members and achieve impact for Pacific people. They support a transformation in our institutional effectiveness as part of SPC's Strategic Plan 2022-2031 and the 2050 Strategy for a Blue Pacific.

The **threat of climate change** demands SPC take a whole of organisation response to this critical regional challenge. SPC is in the process of developing and strengthening a more strategic and integrated approach of climate change, through a **Climate Change Flagship (CCF)**. This flagship seeks to enhance climate change services and capability in a more wholistic, strategic, and cohesive way.

The CCF aims to bring greater visibility to the breath of SPC's climate change action and related resilience work, progress this in a manner consistent with the demand for ambition and support from members and leverage the commensurate resources to support this. This aligns directly to the implementation of KFA 1: "Resilience and Climate Action" which is at the centre of the new SPC Strategic Plan and should also help to more clearly define SPC's value add to the region in the climate change space and its complementarity with the capability

and services of other regional architecture supporting our members. The **Climate Change and Environmental Sustainability Programme (CCES)** is charged with facilitating its development and implementation, however all divisions, teams and programmes of SPC are also contributing.

The CCF will be informed by SPC’s Strategic Plan, the FRDP, climate change priorities espoused by the Heads of sector meetings convened by SPC, its Governing Council, the 2050 Strategy, Pacific priorities in climate change negotiations and national policies.



**Key Result Areas (KRAs):**

The position of CCF Information and Communication Officer works under the supervision of Director of Climate Change & Sustainability, and specifically under the supervision of the climate change flagship coordinator. This position will work in close collaboration with all divisions to source all types of Climate Change related information and data.

As a cross-cutting position, the Officer will be responsible to design appropriate processes to implement a robust ICKM process at SPC for Climate Change, feeding into the Pacific Data Hub processes. It will also be responsible for the appropriate design of communication materials to promote SPC CC related knowledge.

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

Jobholder is accountable for	Jobholder is successful when
<b>KRA1: Corporate Communications (20%)</b>	
<ul style="list-style-type: none"> <li>• Ensure all divisional communications content (media releases, blogs, stories, multimedia and Social media), as well as content co-developed with partners (for projects led by SPC), meet corporate guidelines for structure, style, brand, content and messaging.</li> <li>• Coordinate divisional Social Media activity through the Corporate Communications systems &amp;/or ensure a Divisional team member is assigned to consistently respond to weekly calls for content (sent by Corporate Communications on Wednesdays).</li> <li>• Provide guidance, respond to, or identify spokespeople for comment on relevant issues for media questions, executive speeches, corporate campaigns, etc.; proactively provide to Corporate Communications story ideas, pitches or updates about key projects.</li> <li>• Participate in all monthly core communications group meetings, monthly story group meetings and all training organized by Corporate Communications throughout the year. Or if your participation is impossible, a representative of the division is assigned</li> </ul>	<ul style="list-style-type: none"> <li>• Corporate guidelines for structure, style, brand, content and messaging are met for all CCES content.</li> <li>• Attendance to Communication monthly meetings, weekly calls and dedicated workshops</li> <li>• Guidance on relevant spokespeople provided</li> </ul>
<b>KRA2: Design and implement the communication and visibility strategy for the CCF, with regular updating to keep it current (35 %):</b>	
<ul style="list-style-type: none"> <li>• Design the communication and visibility strategy of CCF, in collaboration with all SPC divisions and implement the action plan</li> <li>• Update the CCF communication and visibility strategy on an annual basis with inputs from SPC divisions</li> <li>• Establish communication templates for CCF partners to be used for different communication platforms.</li> <li>• Assess different communication options under the strategy to guide the best communication approaches</li> <li>• In collaboration with the other SPC services, assess and measure the effectiveness of the communication of the CCF project and adjust the approaches accordingly.</li> <li>• Support the adequate communication of the CCF results and achievements in collaboration with the MEL officer</li> </ul>	<ul style="list-style-type: none"> <li>• CCF communication and visibility strategy finalized and implemented with annual review and update</li> <li>• Communication templates developed and routinely utilised by the project partners</li> <li>• Effectiveness of communication approaches is regularly assessed and adjusted as needed</li> <li>• Major achievements of the CCF are communicated internally as well as externally</li> </ul>
<b>KRA3 – Communications and Visibility Support for the CCF Programme (30%)</b>	
<ul style="list-style-type: none"> <li>• Produce regular communication products and ensure they are widely distributed to increase the CCF visibility</li> <li>• Support the development of innovative and strong communication tools and dissemination strategies to value climate change publications of SPC and enhance the organisation’s visibility in CC</li> <li>• Establish a storage and archiving system for storing all the articles, materials and communication tools of the project.</li> <li>• Assist the SPC communication unit by relaying and/or drafting CC news items</li> </ul>	<ul style="list-style-type: none"> <li>• High quality communication products are designed and disseminated</li> <li>• CCF and CCES webpages are reviewed and well articulated</li> <li>• Efficient and tailored communication tools established</li> <li>• knowledge products are developed to highlight SPC contribution to value/articulate climate change data</li> </ul>

<ul style="list-style-type: none"> <li>• In collaboration with the SPC Communication Unit, develop a CCF website, and articulate it with CCES webpages.</li> <li>• In collaboration with SPC's Divisions, develop material and media to promote and lead the implementation of a sustainable process to make sure all CC related publications are channeled to CCES</li> <li>• Support for the organisation, planning and facilitation of communication events (conference, seminar, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• Archiving system in place for all communication products and is kept up-to-date</li> <li>• The media in the region is aware of the CCF project</li> <li>• Events are well organised</li> </ul>
<b>KRA4: Support the design, development and delivery of information and knowledge management system for Climate Change (15%)</b>	
<ul style="list-style-type: none"> <li>• Design an internal process to value literature and peer reviewed papers, 'stories', results and case studies from technical divisions involved in the CCF – scientific, technical and communication focal points</li> <li>• Design products that value the information collected (whether in the form of publications, electronic tutorials, pwp or other)</li> <li>• Develop in collaboration with ICT and within the framework of the Pacific Data Hub an appropriate archiving system so that all documents are properly identified, recorded and archived onto SPC website.</li> <li>• Define appropriate systems to articulate and access CC data in collaboration with SPC divisions</li> <li>• Design with relevant SPC divisions the most relevant system to store information online using relevant platforms and existing online tools (Pacific Data Hub)</li> </ul>	<ul style="list-style-type: none"> <li>• Divisions are engaged with to source relevant information from all technical divisions</li> <li>• Relevant knowledge is collected, published and valued in a professional way in partnership with technical divisions and corporate communication plan</li> <li>• All SPC divisions are engaged with to establish an efficient knowledge collection and management at SPC in relation to CC</li> <li>• In collaboration with relevant OMD partners/Pacific Data Hub, a sustainable CC knowledge management system is designed</li> </ul>

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.

**Most Challenging Duties Typically Undertaken (Complexity):**

<ul style="list-style-type: none"> <li>• Support the cross sectorial communication dimension of CCF at SPC</li> <li>• Engage with a wide range of SPC colleagues from technical and OMD divisions to design a robust functional system for the valorisation of SPC climate change knowledge</li> <li>• Communications and visibility strategy for the CCF is evaluated and updated annually to ensure its relevance</li> <li>• Design of high quality communication material to a variety of public, from policy makers to institutional partners or scientific researchers</li> <li>• Approach all divisions with care to adapt the position to SPC needs</li> <li>• Ensure that all communication items, products, photos, videos are collected, archived and easily located</li> <li>• Promptly responding to multiple, ad-hoc and often urgent requests for advice, prioritize</li> </ul>
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**Functional Relationships & Relationship Skills:**

Key internal and/or external contacts	Nature of the contact most typical
<b>External</b> <ul style="list-style-type: none"> <li>• National / international Media</li> <li>• Partner technical organization</li> <li>• SPC Member Countries</li> <li>• Regional and International Partners</li> <li>• Development partner representatives</li> </ul>	<ul style="list-style-type: none"> <li>• Collaboration with institutional partners for the design of sound knowledge management system</li> </ul>

<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• SPC Directors</li> <li>• CCES staff</li> <li>• OMD staff</li> <li>• IKCM officers</li> </ul>	<ul style="list-style-type: none"> <li>• Exchange of information, dialogue, advice, facilitation, explanation, reporting</li> <li>• Collaboration with all technical divisions to engage them in an IKM process</li> <li>• Collaboration with ICT and OMD support team to develop a robust IKM process internally in line with SPC processes</li> </ul>
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**Level of Delegation:**

- Routine Expenditure Budget: 0
- Budget Sign off Authority without requiring approval from direct supervisor: 0

**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"> <li>• Degree in communication, media, marketing or a related field and in one of the fields covered by the project with successful communication experience or equivalent body of knowledge and experience</li> </ul>	<p>Desirable:</p> <ul style="list-style-type: none"> <li>• A Master Degree (or equivalent) in a field relevant to the position (Climate change) or project management</li> </ul>
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**Knowledge/Experience**

<p>Essential:</p> <ul style="list-style-type: none"> <li>• At least 5-6 years' experience in designing and implementing programme or project or communication strategies.</li> <li>• Demonstrated experience in creating and publishing content for the web and social networks; Experience of working with communication and/or knowledge systems and software for scientific data.</li> <li>• Proven experience in networking, relationship building and partnership management with different stakeholders.</li> <li>• Excellent communication skills in English (spoken and written).</li> <li>• Ability to mobilise various partners.</li> <li>• Proven ability to work independently and as part of a team in a fast-paced and multicultural environment.</li> <li>• Demonstrated commitment to gender equality and human rights based approaches.</li> <li>• Excellent interpersonal skills in the multicultural environment of the Pacific Islands.</li> <li>• A proactive and positive team player able to work effectively in a multicultural environment, with great initiative, willing to lend a hand in a broad range of tasks to support the CCES team in achieving their goals.</li> <li>• Demonstrated competence in being well organized, works effectively under minimal supervision, able to multi-task, and effectively meet deadlines on multiple, and sometimes urgent requests for support.</li> </ul>	<p>Desirable:</p> <ul style="list-style-type: none"> <li>• Work experience in the Pacific Islands region especially within regional organizations</li> <li>• Understanding of CC and development issues in the Pacific</li> <li>• Good communication skills in French (spoken and written)</li> </ul>
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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"> <li>• Excellent command of English, both written and spoken</li> <li>• Familiarity with the various knowledge and media tools and approaches to communicate results and 'stories' (website, social networks, reports, newsletter, etc.)</li> <li>• Design of impactful, interesting and clear communication messages to increase visibility of project activities</li> <li>• Motivation and ability to work on multiple dossiers</li> <li>• Fitness for use of high quality service</li> <li>• High level of interpersonal skills and cultural sensitivity</li> <li>• Habit of working in a team</li> </ul>
Advanced level	<ul style="list-style-type: none"> <li>• Writing for a variety of audiences, e.g. donor reports, policies, feature articles, funding proposals</li> <li>• Relationship/staff management, communication and interpersonal skills: within CCES, with Divisional management and staff, and externally with development institutional partners</li> <li>• Knowledge of different media platforms in the region</li> <li>• Ability to work independently and take initiatives</li> <li>• Ability to organise its priorities and working time</li> <li>• Ability to archive documents with a method that enables them to be retrieved easily</li> <li>• Flexibility and willingness to participate in various other tasks when needed</li> <li>• Ability to treat confidential information in a professional manner</li> <li>• Experience in organising events (workshops, seminars, conferences)</li> </ul>
Working knowledge	<ul style="list-style-type: none"> <li>• Ability to work effectively and diplomatically with different actors, internal and external stakeholders</li> <li>• Knowledge of gender and human rights approaches</li> <li>• Cooperation, collaboration with others and within own team</li> <li>• Quantitative and qualitative research methods and data analysis</li> <li>• Financial budgeting and reporting</li> <li>• Excellent command of French, both written and spoken</li> </ul>
Awareness	<ul style="list-style-type: none"> <li>• Knowledge of the Pacific and SPC, and of climate change issues</li> </ul>

## Key Behaviours

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

- Teamwork
- Interpersonal Skills
- Change and Innovation
- Judgement
- Promoting Equity and Equality

## 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.