# JOB DESCRIPTION

Job Title:	Information and Knowledge Management Coordinator
Division/Team:	Operations Management Directorate / Information Services
Location:	Nouméa, New Caledonia
Reporting to:	Director Information Services
Number of Direct Reports:	8
Purpose of Role:	Oversee the team that manages the practices, resources, and systems that SPC uses to publish and manage its knowledge assets. This includes SPC's libraries, record keeping practices, document management practices, knowledge management community of practice, and knowledge systems.
Date:	September 2024

Organisational Context and Organisation Chart

About Us
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 country and territory members. In pursuit of sustainable development to benefit Pacific people, our unique organisation works across more than 25 sectors. We are known for our knowledge and innovation in fisheries science, public health surveillance, geoscience, and conservation of plant genetic resources for food and agriculture.

The Operations and Management Directorate (OMD) provides corporate services to all SPC divisions and programmes. It consists of three key teams: Finance, Human Resources and Information Services. OMD is focused on improving the effectiveness of systems, policies and management so as to provide high-quality customer-oriented services.
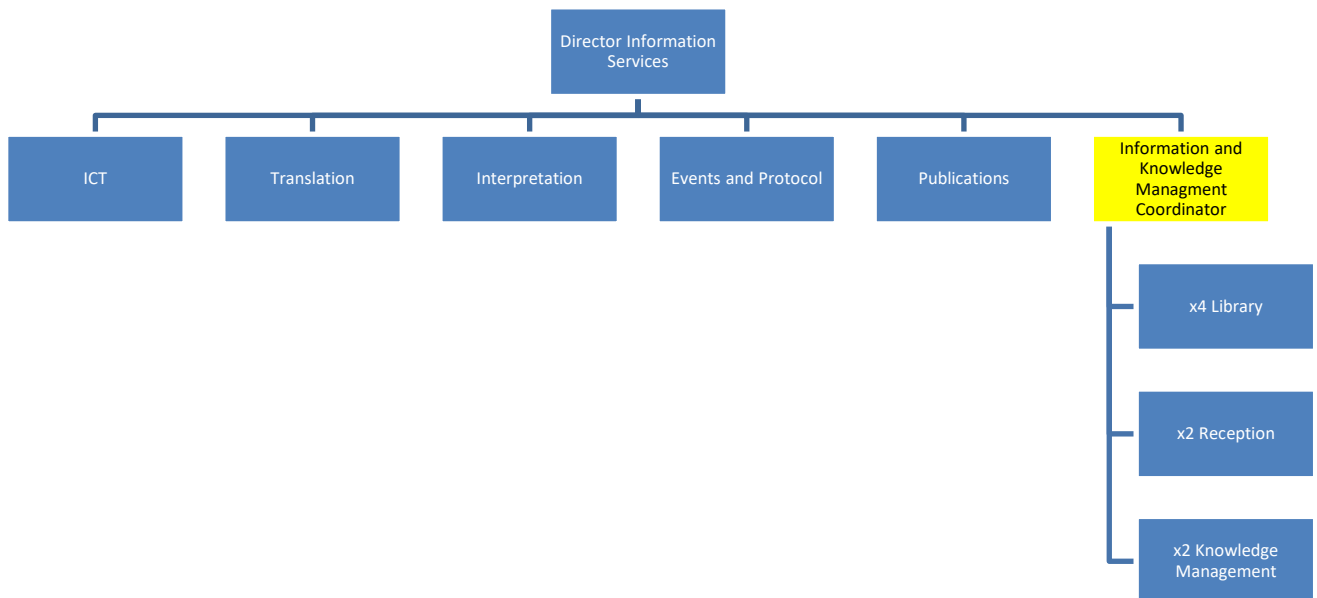
Key Result Areas (KRAs):

The position **Information and Knowledge Management (IKM) Coordinator** encompasses the following functions or key result areas:

- **Developing and leading SPC's information and knowledge management (IKM) capability.** This includes oversight of the physical libraries and archives in Noumea and Suva; of SPC's information and knowledge management systems incl. SPC's institutional repository and document management system (SharePoint); and coordinating information and knowledge

capabilities with the ICT, Pacific Data Hub, Publishing, Translation and Communications teams as well as the Knowledge Management working group from SPC's technical divisions.

- **Implementing IKM strategies, policies, systems and processes** to ensure efficient knowledge capture, sharing, retrieval and utilisation across SPC.
- **Managing IKM team leads** and responsibility for the overall budget.
- **Conducting regular knowledge audits** and assessments to identify knowledge gaps and opportunities for improvement to KM capabilities and processes.
- **Monitoring effectiveness of IKM services**, demonstrating impact, reporting on outcomes and assuring the quality of services provided.
- **Collaborating with SPC's ICT, PDH and Translation teams to leverage technology and automation** for better knowledge capture, preservation, retrieval and dissemination.
- **Building strong internal and external stakeholder relations** across SPC.
- **Championing an organisation-wide culture of knowledge sharing** and best practice.

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

Jobholder is accountable for:	Jobholder is successful when:
KRA 1: Leading SPC's information and knowledge management (IKM) capability (30%)	• The strategic vision for the IKM work programme is delivered across SPC • Information and knowledge systems at SPC are relevant, fit-for-purpose and facilitate a OneSPC approach to knowledge, information and data management • Relevant projects are delivered on time and budget • Relevant policies, procedures, retention schedules and best practice are embedded into SPC ways of working and understood well across the organisation • Knowledge products, publications and project documentation are available in a timely and accessible manner to anyone from anywhere • The jobholder is seen as an authority on IKM-related matters at SPC
KRA 2: Monitoring effectiveness of knowledge management capability and library/archive services, demonstrating impact, reporting on outcomes, and assuring the quality of services provided (20%)	• Service levels are monitored and measured for impact in alignment with the O&I business plan • Regular information and knowledge audits are conducted, and gaps are identified for further improvement to IKM processes and related services • Regular reporting on progress and IKM uptake is prepared and submitted to the Director of Information Services
KRA 3: Managing and motivating the IKM team to provide timely and high-quality customer service (30%)	• Lead and inspire the IKM team to deliver high-quality knowledge products and service to all SPC staff, partners and donors • Ensure staff professional development is mapped and supported

KRA 4: Building and maintaining strong internal and external stakeholder relations (10%)	• Strong internal relationships are established with the SPC ICT, PDH, Publishing, Translation and Communications teams to ensure efficient and coherent coordination of IKM across SPC • Relationships are maintained through regular attendance of key forums and conferences in the knowledge, library and information world, and regular conversations are initiated with key CROP and regional stakeholders
KRA 5: Encouraging an SPC-wide culture of knowledge sharing through the Knowledge Management Community of Practice (10%)	• Regular IKM training is offered and delivered, including the development of an online course for new staff • The SPC Knowledge Management Community of Practice is updated and consulted regularly regarding information and knowledge management projects • Champions and facilitates activities that encourage staff to share knowledge, learning and experience across SPC

The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and supervisor as part of the performance development process.

Most Challenging Duties Typically Undertaken (Complexity):

The most challenging duties will be:
- Developing and implementing a vision for IKM at SPC, including improving records management, document management, and modernising SPC's library services, managing KM initiatives and using formal and informal leadership to align KM practices around the organisation.

Functional Relationships & Relationship Skills:

Key internal and/or external contacts	Nature of the contact most typical
External: • CROP agencies • Partner institutions, including regional and international libraries and archives • External consultants	• Coordination and collaboration on key regional and internal projects • Sharing best practice and training • Procurement • Copyright and legal deposit arrangements
Internal: • ICT, Publishing and Library teams • Director of Information Services • Pacific Data Hub Programme Coordinator • All SPC staff	• Coordination of IKM projects, policies and strategies • Troubleshooting and solution finding • Advice, reporting and support • Communities of Practice and training opportunities for networking with SPC staff

Level of Delegation:

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

Person 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:
• Post graduate qualification in knowledge management; library and information science; archives; or business administration	• Master's degree in knowledge management; library and information science; archives; or business administration • Certified Knowledge Manager (CKM) and/or project management certification (PMP or Prince2)

Knowledge and Experience

Essential:	Desirable:
• At least 10 years of progressive experience working as a Knowledge Manager; Librarian; Archivist; or Information Systems Manager in a large organisation • At least 5 years of people management, including remote management and change management experience • Strong project management and problem-solving skills, including demonstrable experience designing, implementing and managing knowledge and information systems' projects in a large organisation • Experience managing public procurement, contracts and administrative processes • Ability to be accountable, including through developing own expertise, responding to feedback, driving quality and learning from experience • Strong communication and interpersonal skills, including the ability to influence others, recognise others' contributions, develop talent, value	• Experience working in a regional or international development organisation • Bilingual (English and French) • Experience working in the Pacific • Experience working with institutional repositories and/or library management systems (i.e. Koha LMS, Digital Commons)

diversity and inclusion, and collaborate with colleagues • Strong writing and presentation skills with attention to detail and quality • Strong knowledge of international/regional copyright laws with demonstrable experience of Traditional Knowledge management • Creative and strategic thinker with the ability to conceptualise ideas, translate these into actions and drive their implementation • Willingness to travel regularly	

Key Skills / Attributes / Job Specific Competencies
The following levels would typically be expected for the 100% fully effective level:

Expert level	• Information and knowledge management (IKM) • Project management • Service management and delivery
Advanced level	• Content and document management systems, databases, repositories and collaboration tools • Public procurement, contract and administration management • SPC's policies and procedures • People management • Analytical thinking • Communication and interpersonal skills • Self-initiative and accountability • Writing and presentation skills
Working knowledge	• Traditional Knowledge • Publishing and copyright policies and procedures • French language skills • Pacific Island culture and contexts
Awareness	• Pacific Island culture and contexts

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

- Ability to deal tactfully with staff at all levels in the organisation and from diverse cultures
- Well organised
- Creative
- Collaborative
- Adaptability
- Good planning and organisation skills
- Results-oriented
- Honesty
- Team-oriented
- Proactive, responsive and efficient
- Good sense of commitment and responsibility
- Customer focus

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.