# JOB DESCRIPTION

Job Title:	**Web Content Assistant**
Division/Programme and Section/Project (if any):	Educational Quality and Assessment Programme
Location:	Suva, Fiji
Reporting to:	Communications and Visibility Officer
Number of Direct Reports:	**Nil**
Purpose of Role:	Ensure that the EQAP website together with all its virtual interactive reports are regularly updated providing EQAP's member countries and stakeholders with readily available information on secured and user-friendly platforms.
Date:	**November 2024**

Organizational Context and Organization Chart

The Educational Quality and Assessment Programme (EQAP) leads The Pacific Community's (SPC) efforts to improve the quality of education in Pacific Island countries and territories contributing to the achievement of SPC's vision, mission and development goals, and PICT's education goals. EQAP fulfils a unique and important role as a regional public good, supporting the quality of regional and national education in the Pacific. EQAP provides a dual role –supporting PICTs' efforts to strengthen their education systems while also providing services for regional and national education systems when individual countries do not, and in some cases may never, have the necessary systems, processes and capabilities.

EQAP focuses on supporting the Pacific region and PICTs to achieve three key and inter-related education quality outcomes related to education policy, planning and management; the assessments of students, teachers and schools; and secondary and post-secondary qualifications. To meet SPC's mission and needs of PICTs, EQAP also continuously strengthens its own knowledge and expertise, an essential ingredient to enable EQAP to fulfil its mandate and realise the three education quality outcomes.
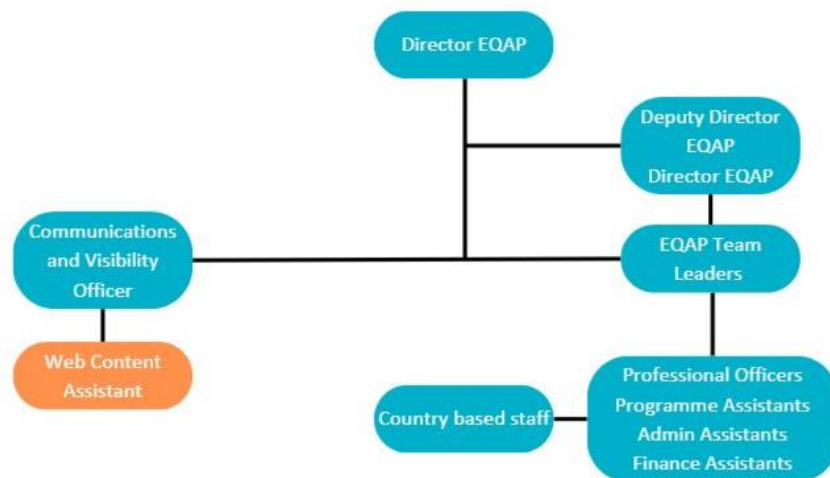
Key Result Areas (KRAs):

The position of **Web Content Assistant** relates primarily to Key Result Area 4.1 for EQAP: *EQAP strengthens its engagement and collaboration with PICT education stakeholders* and specifically priority action 4.1.1: *EQAP communicates its role and activities to regional and international audiences.*

The position encompasses the following major functions or Key Result Areas (KRAs):
1. Optimum functionality of EQAP website (20%)
2. Interactive Reports (25%)
3. Analytics and reporting (20%)
4. Revision of page architecture (20%)
5. Engage as a fully participating member of the EQAP Team (15%)

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

Jobholder is accountable for	Jobholder is successful when
KRA #1: Optimal presentation of content on the EQAP website • Monitor all features and content on the website are rendered as per EQAP's expectations. All features of the website are fully functional on both PC and mobile devices. • Relevant and update-to-date content is available on each page of the website. • Report website glitches to the Communications Officer.	• EQAP's website is functioning well with all buttons and menus properly working as intended. • The EQAP website is virus free and is securely protected with passwords. • The layout of the page is flexible and is able to appear in a user-friendly manner on PC and mobile devices. Stories, reports, videos and resources related to a particular page are available on their respective sites and provides a user-friendly access to EQAP's virtual audience.
KRA #2: Interactive reports • Work with the Communications and Visibility Officer to update PILNA reports and release in alignment with PILNA results release. • Work with the Communications and Visibility Officer to update PALS reports and release in alignment with PALS results release. • Regularly update content on the Education Policy Bank and on the Education Research	• All PILNA reports pertaining to each cycle are available on the PILNA interactive report with all functions working in a satisfactory manner. • All PALS reports pertaining to each cycle are available on the PALS interactive report with all functions working in a satisfactory manner. • The Education Policy Bank contains updated content from across the region.

Bank based on the finalised by the Policy and Research team.	• The Education Research Bank contains updated content from across the region.
KRA #3: Analytics and reporting • Ensure the website is properly configured with analytics, as well as continually update analytical features to ensure efficient reporting of website audience activities. • Suggest improvements to the design and layout of the website to improve audience engagement as appropriate. • Ensure website analytics are linked to and compatible with external free versions of analytical tools such as Google Analytics. • Provide quarterly analytics report to the Communications and Visibility Officer. • Compile annual analytical reports of the EQAP website and other web-based reports such as PILNA reports and Education Policy and Research Banks.	• All analytics are functioning well providing all relevant information required by the EQAP Communications team. • Work with EQAP teams to regularly updated the design and layout of each page of the website to improve audience useability. • All website and interactive reports' quarterly and annual reports are compiled and submitted to the Communications and Visibility Officer by the respective due dates.
KRA#4: Revision of web page content structure • Revise content structure where necessary to improve clarity on the setup of the website. • Ensure requests to update website design and layout are actioned in a timely manner. • Suggest additional interactive elements to the website design to ensure a satisfactory user experience for EQAP's web audience. • Train EQAP staff as required to ensure additional support is available.	• All backend functions are properly embedded and in a timely manner to allow EQAP web administrators to efficiently update EQAP's virtual platforms. • Innovative virtual elements, such as widgets, are added across EQAP's virtual platforms. • EQAP staff are trained regularly on the management of virtual platforms.
KRA #5: Engage as a fully participating member of the EQAP team • Provide a quarterly update on the work that has been completed. • Support in planning for new and existing projects within EQAP. • Work with the Corporate Communications team to ensure SPC standards are adhered to across all digital platforms. • Provide basic support to the EQAP IT team with updates related to virtual student learning management system. • Provide any ad hoc support requested by the Communications and Visibility Officer.	• Updates are accurately captured and presented to the Communications Officer. • Continuously involved in project planning to ensure project outcomes pertaining to virtual platforms are completed on time. • Activities assigned by the Communications Officer is completed before the deadline.

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):

- Assisting staff on website issues
- Supporting SPC's website management processes.
- Applying and managing international functionality on EQAP's virtual platforms.
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Functional Relationships & Relationship Skills:

Key internal and/or external contacts	Nature of the contact most typical
External Key external contacts are: - Consultants - EQAP technical partners	- Work with external consultants to update specific elements of the virtual platforms. - Coordinating with partners on joint campaigns and events.
Internal Key internal contacts are: - EQAP Director - EQAP Deputy Director - EQAP Management Team - EQAP Communications and Visibility Officer - Corporate Services team - EQAP Admin Team - EQAP ICT team - EQAP Project team leaders - Pacific Data Hub Team	- Communication on successes and challenges of EQAP's virtual platforms. - Responding to requests related to virtual platforms. - EQAP's focal point for virtual platform maintenance matters.

Level of Delegation:

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

Personal Specification:

Qualifications

Essential:	Desirable:
- A diploma in a relevant field like Information Technology, Communications, *or an equivalent bodies of knowledge and experience*	- Relevant technical experience in one of SPC's specialist areas. English as a first language.

Knowledge/Experience

Essential:	Desirable:
• At least five years' experience in website content management , revision, reporting and analytics. • Experience in using content management systems, ideally in Drupal and/or Silverstripe. • Very good reporting and communication skills • Ability to work as part of a team and to assist team members' contributions • Very good organisational skills • Ability to work well under pressure • Ability to manage several tasks concurrently • Ability to communicate sensitively and constructively with internal and external stakeholders. • High computer literacy and competence in using virtual applications.	• Experience of updating website architecture and linking it to other content management systems. • Experience managing website for a diverse group/organisation. • General knowledge and awareness of the operation of development organisations • Experience in working in a multicultural environment • Knowledge of Pacific cultures • Experience in digital publishing

Key Skills/Attributes/Job Specific Competencies

The following levels would typically be expected for the 100% fully effective level:

Expert level	• Office environment awareness • Drupal and Silverstripe content management systems.
Advanced level	• Organisational skills • Reporting compilation • Administrative skills • Communication skills, written and oral • Computer skills: MS Office, content management systems
Working knowledge	• Analytical skills • Ability to exercise judgment
Awareness	• External stakeholder virtual platforms • Principles of sustainable development; development communication; cultural awareness in Pacific context and gender.

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

• Good planning and organisation skills
• Result oriented

- Honesty
- Good sense of commitment and responsibility
- Customer focus
- Working experience in dealing with customers of different background and culture

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.