



PACIFIC ISLANDS  
FORUM SECRETARIAT

# **PACIFIC ISLANDS FORUM SECRETARIAT**

Applicant Information Package

**ENGAGEMENT OFFICER**

**September 2018**

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## A. ABOUT THE PACIFIC ISLANDS FORUM SECRETARIAT

The information offered in this package is for information only. It does not necessarily form part of the employment contract.

The member states of the Pacific Islands Forum are Australia, Cook Islands, Federated States of Micronesia, Fiji, French Polynesia, Kiribati, Nauru, New Caledonia, New Zealand, Niue, Palau, Papua New Guinea, Republic of the Marshall Islands, Samoa, Solomon Islands, Tonga, Tuvalu, and Vanuatu.

The Pacific Islands Forum Secretariat was established in 1972. The organisation currently employs 100 staff. The **Forum Secretariat's** mission is to support Forum Members undertake deeper forms of regionalism to further economic growth, sustainable development, good governance and security.

Achieve this through policy advice, coordination and implementing the decisions of Forum Leaders. (PIFS' Results Framework 2016 - 2018)

## B. JOB DESCRIPTION

### Position Identification

Job Reference:	
Job Title:	Engagement Officer
Work Unit:	External Stakeholder Engagement – Key Result Area 1
Responsible To:	Director of Governance and Engagement through the Regional & International Partnerships Adviser
Responsible For:	-
Job Purpose:	This job exists to provide stakeholder engagement advice and support to ensure that the Pacific Island Forum Secretariat (PIFS) has an effective and inclusive approach to engaging with its Members and stakeholders across the region and internationally. This includes preparing briefings, undertaking stakeholder analysis, and preparing for and delivering stakeholder meetings and events.
Date:	September 2018
PIFS Job Band:	Band 8

## **Pacific Islands Forum vision:**

Founded in 1971, the Pacific Islands Forum is the region's premier political and economic policy organisation. The Forum Leader's Vision is for a region of peace, harmony, security, social inclusion and prosperity, so that all Pacific people can lead free, healthy, and productive lives. The Pacific Islands Forum works to achieve this by fostering cooperation between governments, collaboration with international agencies, and by representing the interests of its members.

The work of the Forum is guided by the Framework for Pacific Regionalism which was endorsed by Leaders in July 2014. It sets out the strategic vision, values, objectives and approaches to achieve deeper regionalism in the Pacific. Pacific regionalism is recognised by leaders as:

*The expression of a common sense of identity and purpose, leading progressively to the sharing of institutions, resources, and markets, with the purpose of complimenting national efforts, overcoming common constraints, and embracing sustainable and inclusive development within Pacific countries and territories and for the Pacific region as a whole.*

## **Forum Secretariat's mission:**

As set out in PIFS Strategic Framework, the Forum Secretariat supports Forum Members to work together through deeper forms of regionalism in support of sustainable development, economic growth, good governance and security.

The Forum Secretariat coordinates action by states and other stakeholders to achieve these objectives. This includes providing policy advice, coordination and ensuring the effective implementation of Leaders' decisions leading to tangible improvements in the lives of the people of the Pacific.

The Forum Secretariat reports annually on performance against results.

## **Position Context**



## **About the Engagement Officer role:**

Ensuring effective and inclusive stakeholder engagement is key to the work of the Forum Secretariat in providing policy advice and implementing Leaders' decisions. The Forum engages with a range of stakeholders such as Forum Members, Forum Dialogue Partners, international organisations, development partners, the private sector and civil society.

In recognition of this, External Stakeholder Engagement is a key result area (KRA) of the Forum Secretariat. This includes development and delivery of a stakeholder engagement strategy; hosting stakeholder dialogues, consultations and events; supporting Members' advocacy and engagement in international fora and events; undertaking stakeholder analysis; and preparing briefings and papers for Forum Members and the Senior Management Team.

Reporting to the Director of Governance and Engagement through the Regional & International Partnerships Adviser and working closely with the Team Leader for Engagement, the Engagement Officer is a newly created position to work with staff across the Engagement Team to provide analysis, advice and support to strengthen the Forum's external engagement. This will include preparing briefings, reports and other written documents; undertaking stakeholder analysis; managing website content; and preparing for and delivering stakeholder meetings and events.

Flexibility and the ability to adapt to working with different staff and on various initiatives will be key for this position. The incumbent will develop good generalist knowledge on Pacific regional policy priorities and mechanisms as well as strengthening their skills and knowledge in stakeholder engagement, advocacy and coordination.

The position of Engagement Officer encompasses the following major functions:

### **1. Undertaking stakeholder analysis and providing briefings and advice:**

- Undertaking mapping of the stakeholder environment in the Pacific.
- Undertaking analysis of stakeholder priorities, policies and positions.
- Supporting the development of stakeholder engagement plans.
- Develop briefings, reports, circulars and other documents.
- Knowledge management via documentation, file and database management.

### **2. Assisting with the management of stakeholder meetings and events**

- Assisting in the coordination of stakeholder meetings and forums including the preparation of agendas and issues papers.
- Managing meeting and event logistics including travel and venue arrangements.
- Oversight of meeting and event budgets and financial management.
- Managing the preparation, dissemination and printing of meeting papers.
- Preparing draft minutes and other meeting records.
- Assisting in the implementation, monitoring and follow-up on meeting decisions and related issues.

### **3. Managing website content**

- Working proactively with colleagues to ensure website content on external engagement is up-to-date, comprehensive and of high quality.
- Drafting website content regarding key stakeholders, meetings and events.

To note: these functions may change as the Forum Secretariat finalises its external engagement strategy and continues to strengthen its works in this area.

**Position Accountabilities:**

As per the Forum Secretariat’s Capability Framework, the incumbent will need to demonstrate competency in the following areas to be successful in the role.

<p><b><i>Planning &amp; Prioritising</i></b></p> <ul style="list-style-type: none"> <li>▪ Drafts personal objectives (operational) following discussions with supervisor</li> <li>▪ Links objectives to team plans</li> <li>▪ Identifies risks associated with plans</li> <li>▪ Forecasts how time will be focused for at least the coming three months</li> <li>▪ Assists others in managing their diaries using scheduling tools</li> <li>▪ Coordinates activities with others’ within and across teams</li> <li>▪ Sets aside time to complete administrative and compliance tasks</li> <li>▪ Assesses the quality of others’ contribution to the completion of tasks</li> <li>▪ Contributes directly to team plans</li> <li>▪ Organises, in discussion with manager, own priorities for periods of up to a week ahead</li> </ul>	<p><b><i>Communicating with Purpose &amp; Effect</i></b></p> <ul style="list-style-type: none"> <li>▪ Completes forms and carries out written and verbal instructions, including composite instructions</li> <li>▪ Identifies and summarises key points arising from conversations</li> <li>▪ Instructs others when coordinating tasks and activities, and checks for understanding</li> <li>▪ Interacts with suppliers to organise quotes, place orders and follow up on deliveries / fulfillment</li> <li>▪ Writes memos, emails and letters using appropriate conventions</li> <li>▪ Demonstrates a understanding of the role that ‘audience, time and place’ play in effective communication and makes appropriate adjustments</li> </ul>
<p><b><i>Leading &amp; Collaborating</i></b></p> <ul style="list-style-type: none"> <li>▪ Supports manager and other team members, as appropriate, in a range of administrative, clerical and facilities activities</li> <li>▪ Provides some level of coordination to assist in completing activities, in some instances, across other teams and externally, typically seeking others’ cooperation</li> <li>▪ Understands who occupies senior management roles, as well as the general nature of those roles</li> <li>▪ Recognises different working and leaderships styles and adapts accordingly</li> <li>▪ Seeks help and provides relevant feedback when experiencing unsustainable work pressure</li> <li>▪ Looks out for others’ well being</li> <li>▪ Knows the value of team harmony and demonstrates behaviours accordingly</li> </ul>	<p><b><i>Applying Critical Thinking</i></b></p> <ul style="list-style-type: none"> <li>▪ Tests ideas when problem solving in a way that minimises risk</li> <li>▪ Identifies subject matter experts within own KRA and refers enquiries accordingly</li> <li>▪ Engages in problem solving / brainstorming sessions</li> <li>▪ Records steps taken to resolve a technical problem</li> <li>▪ Applies logic in working through operational issues</li> <li>▪ Validates information if uncertain</li> <li>▪ Exercises good judgement as when to say “I don’t know”</li> </ul>

<p><b><i>Developing &amp; Strengthening Relationships</i></b></p> <ul style="list-style-type: none"> <li>▪ Interacts courteously with suppliers, partners and other stakeholders, as the situation requires</li> <li>▪ Allows others to finish talking before responding</li> <li>▪ Updates others on a regular basis to report on the progress of activities and requests</li> <li>▪ Maintains confidentiality</li> <li>▪ Knows who PIFS key partners and stakeholders are</li> <li>▪ Responds to invitations in a timely way, following through on commitments</li> <li>▪ Informs supervisor of any issues that might impact the integrity of existing relationships</li> </ul>	<p><b><i>Delivering Value</i></b></p> <ul style="list-style-type: none"> <li>▪ Progresses / completes requests in a timely way</li> <li>▪ Understands the potential ‘knock on’ effects of late / poor quality of work</li> <li>▪ Obtains more than one quote (typically three) when attending to requests for the purchase of goods and services</li> <li>▪ Understands workflows and approval processes, adheres to these and explains them to others in a helpful way as required</li> <li>▪ Manages data (date collection, validation and entry) with the purpose of generating timely and accurate reports</li> <li>▪ Respects others’ time and demands and provides appropriate support in helping managers meet their commitments</li> <li>▪ Organises logistics for Forum-hosted / led events</li> </ul>
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**Work Complexity:**

<p>Most challenging duties typically undertaken:</p> <ul style="list-style-type: none"> <li>▪ Coordinating and liaising with Forum Member country officials and stakeholders to organise meetings that deliver high quality outcomes</li> <li>▪ Being aware of political dynamics and stakeholder positions</li> <li>▪ Researching complex issues and providing succinct advice</li> <li>▪ Drafting high quality briefings, reports and records of meetings</li> </ul>
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**Functional Relationships & Relationship Skills:**

<b>Key internal and/or external contacts</b>	<b>Nature of the contact most typical</b>
<p><b>External</b></p> <ul style="list-style-type: none"> <li>▪ Forum Member country officials</li> <li>▪ Council of Regional Organisations in the Pacific (CROP)</li> <li>▪ Forum Dialogue Partners</li> <li>▪ Development Partners</li> </ul>	<ul style="list-style-type: none"> <li>▪ Liaising, assisting, coordinating, gaining cooperation</li> </ul>
<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>▪ PIFS Senior Management</li> <li>▪ Governance and Engagement Team</li> <li>▪ Advisers/Officers</li> </ul>	<ul style="list-style-type: none"> <li>▪ Receiving information, assisting, coordinating</li> </ul>

**Person Specification:**

## Qualifications

Essential:	Desirable:
<ul style="list-style-type: none"> <li>▪ University Degree in Politics/Public Policy, International Relations, Communications, or other related discipline</li> </ul>	<ul style="list-style-type: none"> <li>▪ A higher tertiary qualification in these areas would be desirable.</li> </ul>

## Knowledge/Experience

Essential:	Desirable:
<ul style="list-style-type: none"> <li>▪ Experience working in a policy and/or advocacy agency</li> <li>▪ Excellent oral and written communication skills</li> <li>▪ Excellent research and analysis skills</li> <li>▪ Excellent meeting and logistics management skills</li> <li>▪ Ability to master new material quickly</li> <li>▪ An interest or background in Pacific issues and policies</li> <li>▪ Ability to work with a team of professional staff</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience working in a regional or international environment</li> <li>▪ Knowledge of and engagement with the Pacific Islands Forum and its associated mechanisms</li> <li>▪ Experience in managing stakeholder relationships</li> <li>▪ Experience in developing stakeholder engagement plans</li> </ul>

## Other Capabilities/Behaviours

As per PIFS Capability Framework, the following levels would typically be expected for the 100% fully effective level of the Engagement Officer:

Building for the Future	<ul style="list-style-type: none"> <li>▪ Documents processes to ensure effective contingencies are in place in the event of absences / unexpected circumstances</li> <li>▪ Takes initiative and lets supervisors and others know of possible future conflicting priorities (eg relevant external events clashing with important internal events)</li> <li>▪ Supports senior colleagues develop business continuity and disaster plans</li> <li>▪ Understands the key principles of change management and remains open to possibility of change</li> </ul>
Advancing Personal & Professional Growth	<ul style="list-style-type: none"> <li>▪ Discusses learning and development needs in the context of completing objectives</li> <li>▪ Tracks own learning and development progress</li> <li>▪ Demonstrates self-awareness in relation to strengths and weaknesses</li> <li>▪ Focuses efforts on building competence in area of technical / professional domain</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Complements theory with practical on-the-job experience</li> <li>▪ Demonstrates an understanding of the organisation and how own role and the role of the team contribute to organisational efforts</li> </ul>
Promoting Effective Workplace Practices	<ul style="list-style-type: none"> <li>▪ Maintains complete and accurate records, including meeting minutes</li> <li>▪ Drafts meeting agendas</li> <li>▪ Follows up on others' attendance and absences where there is supervisory responsibility</li> <li>▪ Accesses, gains familiarity with and follows key workplace policies</li> <li>▪ Offers considered suggestions about process improvements</li> <li>▪ Responds to requests /correspondence in a timely and courteous manner</li> <li>▪ Documents processes</li> <li>▪ Engages in cross-functional teams / initiatives (e.g. OH&amp;S, social committee etc.)</li> <li>▪ Provides administrative and logistical support to senior officers</li> <li>▪ Checks on work before progressing it to others</li> </ul>
Managing and Coordinating Projects	<ul style="list-style-type: none"> <li>▪ Checks for understanding of project purpose and scope</li> <li>▪ Identifies other members of a project team along with their responsibilities attached to a given project</li> <li>▪ Contributes to projects by meeting milestones within scope of control and escalates risks / issues in a timely and objective way</li> <li>▪ Responds readily and effectively when project plans need to be adjusted</li> <li>▪ Provides timely feedback in project / process review initiatives</li> <li>▪ Enters data into project databases and generates project status reports as required</li> </ul>
Using Systems, tools and technology	<ul style="list-style-type: none"> <li>▪ Replaces consumables</li> <li>▪ Connects office equipment (e.g. power, data cables)</li> <li>▪ Runs diagnostic tests on equipment and isolates issues</li> <li>▪ Attends to and resolves common ICT issues</li> <li>▪ Uses common office equipment (e.g. phones, multi-function machines, PCs) to perform routine tasks</li> <li>▪ Applies foundation to intermediate features of Outlook (e.g. sorting filing emails), Word (e.g. mail merge), Excel (e.g. arithmetic calculations)</li> <li>▪ Complies with ICT policies</li> </ul>

## Personal Attributes

The Engagement Officer should be:

- A good listener and clear and effective communicator
- Understanding and accommodating of cross-cultural differences
- Able to think quickly, respond well to new situations, and make decisions quickly if required
- Physically fit and able to travel.

## 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 our work environment – including technological requirements or statutory changes. Such change may be initiated as required. This Job Description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.

## C. REMUNERATION INFORMATION

The Forum Secretariat is part of the participating CROP agencies that have agreed through their governing councils to standardise employment conditions. Outlined in this section are the conditions, benefits & entitlements that accrue to the position of Engagement Officer.

### Contract Term

- *Principle:* To ensure recruitment and retention of the best person for the position
- *Practice:* At the completion of the initial three-year term, the Secretary General is authorized to offer an EPAI an employment renewal of three years and at the completion of that renewed term may offer a final three-year term. The renewals will take into account the skills and performance of the EPAI, their correlation with the needs of the Secretariat and the necessity of retaining such skills to ensure continuity of service to the Secretariat and its members. The conditions of such an offer may be made by the Secretary General.

### Working hours

- *Principle:* To ensure that the minimum legal standard is met.
- *Practice:* Normal working hours are 37 hours per week with the official office hours being:
  - Monday – Thursday: 8:30am – 5:00pm
  - Friday: 8:30am – 4:30pm.

### Salary

- *Principle:* To ensure relative worth of similar positions across CROP agencies is maintained and consistent with the market, a sample of positions across participating CROP agencies are validated and sized to ensure equivalent salaries are paid for equivalent jobs. Salaries for all Secretariat positions that are advertised internationally, are assessed annually compared to the

reference markets which are the median of the Australian and New Zealand Public Service Sectors and the Fiji All Organisations market.

- *Practice:* This position is placed at Band 8, is denominated in Special Drawing Rights (SDR) and paid in Fiji Dollars according to the average SDR/Fiji exchange rate for the preceding month. The salary will be in the range of **SDR 23,402 to SDR 35,103 per annum**. At the 1 September 2018 exchange rate this salary range was equivalent to **FJD69,155 to FJD103,732**.

### **Superannuation**

- *Principle:* To provide the minimum legal requirement of the host country.
- *Practice:* This entitlement amounts to the minimum Employer Contribution rate as provided in the Fiji National Provident Fund Act, which will be paid as a cash supplement to salary or to a nominated superannuation fund. For Fiji citizens this will be paid to the Fiji National Provident Fund.

### **Housing**

- *Principle:* To ensure that staff have access to a reasonable standard of housing appropriate to their position.
- *Practice:* Rental assistance equating to 75% of suitable standard accommodation is paid to incumbents of positions that have been advertised internationally. Maximum rates are reviewed annually. The maximum rental assistance payable is FJD3,000 per month or FJD 36,000 per annum.

### **Education**

- *Principle:* To enable staff to have their dependent children educated to a recognised and acceptable standard.
- *Practice:* 75% of actual costs of fees for tuition, board and sanctioned tutorials are reimbursed up to a maximum of FJD17,802 per child per annum and up to a maximum of FJD53,406 per family per annum.

### **Recruitment & Repatriation Entitlements**

- *Principle:* To meet costs of travel, accommodation and for moving personal effects of staff and dependents to enable a move to the base station on recruitment and back to recognised home on repatriation.
- *Practice:* Airfares, packing and removal costs for staff, spouse and dependent children between point of recruitment and Suva will be facilitated and paid by the Secretariat. Hotel accommodation for 6 working days is provided for staff on arrival and on repatriation. Reasonable removal expenses (packing, insuring, shipping and unpacking) from place of recruitment and on end of contract. A 20 foot container is the family entitlement for this purpose.

### **Establishment Grant**

- *Principle:* To assist with settling in expenses.
- *Practice:* A grant equivalent to SDR 2,500 will be given to staff recruited from outside the greater Suva area.

### **Health/Life Insurance**

- *Principle:* To provide standard health insurance.
- *Practice:* Health insurance covering local medical consultation, pharmaceutical benefits and overseas medical treatment (subject to certain conditions) and term life insurance equivalent to three times the base salary is provided for staff.

### **Annual Leave**

- *Principle:* To provide for recuperation and recreation.
- *Practice:* The entitlement for annual leave is 25 working days per annum.

### **Sick Leave**

- *Principle:* To provide for leave for illness or accident.
- *Practice:* The allocation for sick leave is 21 days per annum.

### **School Holiday Travel**

- *Principle:* To enable parent-child reunion.
- *Practice:* One economy class return airfare per annum for a dependent child to visit their parent at the base station or one economy class return air fare for a staff member or spouse to visit their dependent child studying overseas.

### **Home Leave Travel**

- *Principle:* To enable staff to maintain contact with their home environment.
- *Practice:* After having completed 18 months service, expatriate staff members are entitled to home leave airfares provided they return for the remaining time of their contracts. The entitlement is for reimbursement of one economy class return flight between Suva and the place of normal residence for the staff member, spouse and dependent children.

### **Repatriation Grant**

- *Principle:* To assist staff from outside the base station settle back in their home location.
- *Practice:* A grant equivalent to SDR 2,500 will be given on repatriation.

### **Tax Status**

- *Principle:* To meet the minimum legal requirements as agreed through the Establishment Agreement between the organisation and the host government.

- *Practice:* Remuneration is taxable for Fiji nationals and may be tax-free in Fiji for non-Fiji nationals. It is the responsibility of the applicant to check the tax status of Pacific Islands Forum Secretariat salary in their relevant country.

#### **Other Benefits**

- Other benefits include family leave, maternity leave and special leave at the Secretary General's discretion.

#### **D. ADMINISTRATIVE INFORMATION**

The closing date for applicants is **19 October 2018**. Applications should contain full information on education and career background. Applicants must also provide the names, addresses (postal & e-mail), fax and telephone numbers of three employment referees.

Interested applicants are encouraged to apply through our website: [www.forumsec.org](http://www.forumsec.org) where an information package containing the job description and remuneration details is also available.

General Information on the Pacific Islands Forum Secretariat is available on the website.