



PACIFIC ISLANDS  
FORUM SECRETARIAT

# **PACIFIC ISLANDS FORUM SECRETARIAT**

Applicant Information Package

**RECEPTIONIST**

**NOVEMBER 2019**

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## About the Pacific Islands Forum Secretariat

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 work of the Pacific Islands Forum Secretariat (PIFS) is guided by the **Framework for Pacific Regionalism** (FPR) 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.*

The FPR is underpinned by the **Blue Pacific** narrative, endorsed by Forum Leaders in Samoa in 2017, which calls for a long-term regional commitment to act as one "Blue Continent" as the means to achieve its development aspirations. The Leaders vision was that it would serve as the platform to reinforce and inspire the region in its shared stewardship of the Pacific Ocean, and to reaffirm the connections of Pacific peoples with their natural resources, environment, culture and livelihoods.

For more information about PIFS visit [www.forumsec.org](http://www.forumsec.org)

## About the Human Resource Team

The Human Resource (HR) team works under Corporate Services providing responsive and efficient corporate support to all areas of the organisation. The HR team works on operational and strategic HR issues in the following areas: recruitment and onboarding, workforce planning, succession planning, performance management, learning and development, employee relations, establishment management, organisational culture and development and workplace health and safety.

## About the Position

The Receptionists role is to provide an efficient service-oriented "one-stop shop" for all internal and external customers of the Secretariat. The receptionist also provides ongoing administrative support to the Human Resources team.

## General Capabilities

The *Forum Secretariat* has undergone an organisational restructure, with a view to achieve greater consistency across the organisation in the way workforce capability is developed, and capability gaps are identified and addressed. As such, PIFS has produced a Capability Framework (CF) that provides a common platform to clarify performance expectations and job behaviours required for roles at various levels. Details of each CF Competency may be different for the position's Band Level.

## CORE CAPABILITIES:

Planning & Prioritising	"Developing and committing to personal, team, KRA and organization wide plans"
Communicating with Purpose and Effect	"Clear communication while knowing your target audience and the outcomes you are seeking"
Leading and Collaborating	"Actively leads self, others and organization to establish a positive and productive organization culture"
Applying Critical Thinking	"Gathering, organizing and analyzing information for effective decision making"
Developing and Strengthening Relationships	"Working cooperatively and establishing, developing and maintaining business relationships"
Delivering Value	"Deliver Outcomes that meet agreed quality and timeliness measures"

## SUPPLEMENTARY CAPABILITIES:

Supplementary Capabilities required include: building for the future, promoting effective workplace practices, managing and coordinating projects as well as using systems, tools and technology.

## Position Accountabilities

### 1. Front Office Management

- Operating the Secretariat switchboard during normal office hours, receiving all incoming telephone calls, transferring calls to staff members and placing outside official calls
- Receiving visitors to the office, enquiring as to the purpose of the visit and informing the relevant staff member/secretary who will receive the visitor in the reception area
- Providing efficient secretarial duties as directed including relieving duties if necessary
- Maintaining a register of official overseas calls and producing a monthly account of divisional expenditure on local and overseas calls based on monthly statements received
- Maintaining a register of private overseas calls and issue debit notes for such calls in accordance with office procedures
- Ensuring that the reception area is kept neat and tidy at all times
- Ensuring that faulty telephone service is reported to the Property Services, ICT and Fiji Telecom as soon as possible.

### 2. HR Functions and Duties

- Participating in recruitment efforts:
- Acknowledge application received
- Entering application relevant data as received into the matrix
- Submit data matrix to the interview panel for shortlisting
- Organising interview files for the shortlisted candidate's responses, resumes and job applications. Including relevant job advert and info pack.
- Ensuring interview room is well organised with room set up for telephone and face to face interviews which may include teleconference and Skype.
- Receive and direct interviewees on arrival and where applicable
- Updating shortlisted candidates of the recruitment process where appropriate and send regret letters to unsuccessful candidates.
- Undertaking other duties as directed.

### 3. HR Help Desk

- Performs initial staff customer service and refers questions to other HR staff as appropriate.
- Provide clerical and administrative support to Human Resources team
- Compile and update staff records (hard and soft copies)
- Maintaining the various databases by opening, verifying and logging relevant data and obtaining missing data.
- Protects organisation's value by keeping information confidential.
- Process general applications received for vacancies

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

### Position complexities

Most challenging duties typically undertaken:

- Continually updating procedures to reflect best practice.
- Attending to VIP visitors when switchboard is busy
- Ensuring that all enquiries are logged and customer are provided feedback
- Maintaining all HR databases
- Ensuring interviews are carried out as scheduled

### Qualifications and experience required for the role


This section is designed to capture the expertise required for the role at the 100% fully effective level. This may be a combination of knowledge/experience, qualifications or equivalent level of learning through experience or key skills, attributes or job specific competencies:

- A Certificate in Secretarial or Business Studies
- Previous experience as receptionist and HR functions and duties for at least two years
- Demonstrated experience in word processing and spreadsheet applications.
- Requires clerical or administrative experience.
- Requires the ability to effectively communicate both orally and in writing.

### Functional relationships & Relationship skills

The role will need to liaise with many stakeholders, key contacts and typical nature of their relations are:

#### External:

- All customers
  - All visitors passing through reception
  - Potential/interested applicants for staff positions
  - Public making enquires via phone
- 
- Courtesy, giving/receiving information, facilitating

#### Internal:

- All staff
- 
- Courtesy, giving/receiving information, facilitating

## Direct Reports

The role has no direct report.

## Level of Delegation

The position holder has no financial delegations.

## Additional Information

- PIFS advocates for equal opportunities
- Incumbent is physically fit and able to travel frequently
- Hold a current passport valid at least 6 months

## Change of Position description

This position description may be subject to change from time to time in response to the changing nature of our work environment – including technological requirements or statutory changes. Such change may be initiated as required.

This Position Description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.

## Summary of Conditions, Benefits & Entitlements

The Forum Secretariat is part of the participating agencies of the Council of Regional Organisations of the Pacific (CROP) 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 the Receptionist.

### Contract Term

- *Principle:* To ensure recruitment and retention of the best person for the position
- *Practice:* The successful candidate will be entitled to a contract term that is subject to a satisfactory medical examination, performance during a six-month probation period, funding, and the need for the position.

### 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 locally, are assessed annually and compared to organisations that pay staff at 10% above the upper quartile of the Fiji All Organisations market.
- *Practice:* This position is placed at Band 4 and the salary will start in the range of **FJD18,202 to FJD20,478** per annum.

### **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.

### **Health/Life Insurance**

- *Principle:* To provide standard health insurance.
- *Practical:* 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 18 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.

### **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.

### **Other Benefits**

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

## **Administrative Information**

The closing date for applications is **10 January 2020**. 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 also available on the website.