



PACIFIC ISLANDS FORUM SECRETARIAT
Excelling Together for the People of the Pacific



PACIFIC ISLANDS FORUM
40th Anniversary 1971-2011

PACIFIC ISLANDS FORUM SECRETARIAT

Applicant Information Package

Team Leader Information Services April 2017

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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, Kiribati, Nauru, 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 96 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)

The Leaders' Vision:

Our Pacific 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.*

(Framework for Pacific Regionalism 2014)

B. JOB DESCRIPTION

Position Identification:

Job Reference:

Job Title: **Team Leader Information Services**

Work Unit: Corporate Services

Responsible To: Director Corporate Services

Responsible For: Information Services Team – nine staff

This job exists to lead and manage the Information Services Section which includes Information Communication and Technology (ICT) and Library Services and to provide these information services to the Forum Secretariat, Members, and other CROP agencies.

Date: April 2017

Organisation Context:

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.

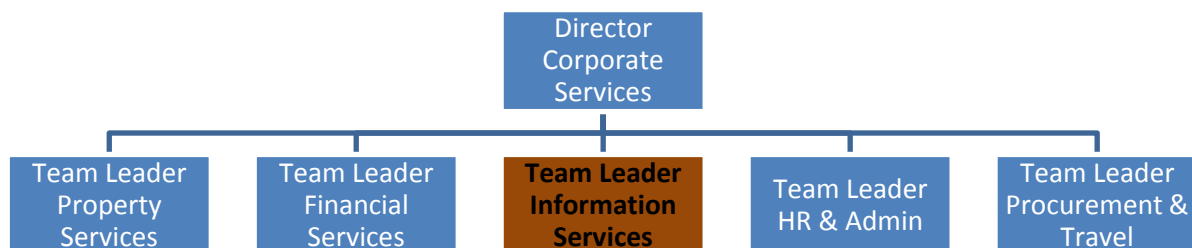
The work of the Forum is guided by the Framework for Pacific Regionalism which was endorsed by Leaders in July 2014. It sets out the strategic vision, values, objectives and approaches to achieve deeper regionalism in the Pacific. Pacific regionalism is recognized by leaders as:

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.

The Pacific Islands Forum Secretariat is mandated to coordinate the implementation of Forum Leader's decisions.

The Secretariat operates on the basis of the strategic Results Framework 2016 – 2018. This Framework, which outlines Key Result Areas, is reviewed on a quarterly basis by the Senior Management Team and endorsed annually by Members attending the Forum Officials Committee budget session.

The Results Framework focuses on three Key Result Areas (KRAs): (i) Managing the Prioritised Regional Agenda, (ii) Implementing the Leaders' Priority Initiatives, and (iii) Corporate Affairs. Each KRA comprises a set of specific Output Areas. Each Output Area has a team leader and an assigned team of staff.



Position Accountabilities:

The job of **Team Leader Information Services** encompasses the following major functions:

1. Provision of IT Infrastructure
2. Provision of IT & Telecommunications Support
3. Information Management
4. Technical Services Management
5. Information Technology Integration
6. Information Technology Planning
7. External Provider contract management
8. Team Performance and Leadership
9. Team Financial Performance

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

Jobholder is accountable for	<i>Jobholder is successful when</i>
<p>1. Provision of IT Infrastructure</p> <ul style="list-style-type: none"> ▪ Providing a reliable, robust information technology and telecommunications infrastructure for the organisation; ▪ Monitoring and evaluating industry trends against organisational needs and recommending changes for implementation; ▪ Ensuring up-to-date best-practice policy, procedures and technical systems information is documented and accessible; ▪ Managing the organisation's information technology risk including disaster recovery, backup procedures, software licensing and hardware; ▪ Monitoring and evaluating information technology resources and making recommendations for changes as necessary. 	<ul style="list-style-type: none"> ▪ The Forum Secretariat's IT and telecommunication systems are a positive example to the region; ▪ The IT and telecommunications infrastructure is reliable and robust and trusted by our clients; ▪ Unplanned downtime does not occur and planned downtime does not interfere with user needs; ▪ Internet and e-mail are efficient, reliable and cost effective; ▪ The hardware provided is reliable and robust and meets users needs;
<p>2. Provision of IT & Telecommunications Support</p> <ul style="list-style-type: none"> ▪ Providing a user-friendly help-desk for user support; ▪ Identifying user training requirements and identifying appropriate mechanisms for providing the training; ▪ Promoting and improving utilisation of services provided; ▪ Identifying and implementing new services to meet the needs of the Forum Secretariat. ▪ Provide external links with ISP for voice with an SLA ▪ Provide external links with for data with an SLA ▪ Provide capacity for future growth ▪ Ensure Technical resources are available and trained to maintain the links 	<ul style="list-style-type: none"> ▪ User's complaints are dealt with efficiently and in a timely manner; ▪ User's productivity is enhanced by better use of services and technology. ▪ Minimum disruption to the telephone system ▪ Minimum disruption to the data links ▪ Plans for continuous improvement ▪ Provision for training of all staff
<p>3. Information Management</p> <ul style="list-style-type: none"> ▪ Managing the day-to-day operations of the Information Services Team; ▪ Coordinating and facilitating library and registry operations according to policy and objectives; 	<ul style="list-style-type: none"> ▪ Library and registry services are fully functioning during working hours; ▪ Operations maintained according to policies and procedures; ▪ A balanced and well maintained collection

<ul style="list-style-type: none"> ▪ Promoting the library and its resources by way of programmes, on-line search and displays; ▪ Providing customer service that meets the needs and expectations of the Forum Secretariat; ▪ Establishing links with national, regional and international organisations for sharing, training and exchange. 	<p>is provided;</p> <ul style="list-style-type: none"> ▪ OPAC available to users and to staff at on their desktops; ▪ Inter-library loan services available from around the world.
<p>4. Technical Services Management</p> <ul style="list-style-type: none"> ▪ Ensuring best practice is implemented for effective technical services procedures; ▪ Participate with other senior staff in forward planning; ▪ Managing the digitisation of records and other information; ▪ Managing the conservation of records and other information. 	<ul style="list-style-type: none"> ▪ Information Services customers needs are met or exceeded; ▪ Official documents and records are preserved and stored electronically and on microfiche; ▪ E-copies are stored and accessed; ▪ Hard copy becomes a feature of the past.
<p>5. Information Technology Integration</p> <ul style="list-style-type: none"> ▪ Planning and implementing technology changes and encourage use of IT by clients and staff; ▪ Reviewing library applications software and coordinating installation of upgrades; ▪ Implementing relevant information technology applications; ▪ Providing capable computer troubleshooting support when required. 	<ul style="list-style-type: none"> ▪ The Forum Secretariat uses information technology for obtaining access to information sources; ▪ Library systems are up to date with new features installed and used; ▪ Necessary IT applications available and used; ▪ Problems are responded to and resolved in a timely manner.
<p>6. Information Technology Planning</p> <ul style="list-style-type: none"> ▪ Developing and implementing a 'living' strategic IT plan that is relevant, deploys up to date systems and which meets the evolving needs of the Secretariat; ▪ Developing and implementing replacement plans for all relevant equipment and software. 	<ul style="list-style-type: none"> ▪ Strategic plan approved and supported by the Forum Secretariat ▪ Regular updates to the strategic plan circulated and approved. ▪ Replacement plans approved and budgeted for; ▪ Continual review of strategic plan and replacement plans occur; ▪ IT has a clear direction for the next five years endorsed by management.

<p>7. External Provider Contract Management</p> <ul style="list-style-type: none"> ▪ Provide a Service Level Agreement with all external contractors to meet demand ▪ Manage all external vendors and contracts ▪ Regular vendor interaction to increase efficiency ▪ Manage all tenders and capital works 	<ul style="list-style-type: none"> ▪ Ensure SLA's are current ▪ Vendor management information is updated ▪ Regular meetings and improvements ▪ Tenders are properly managed and documented ▪ Vendors are managed as required by the SLA's
<p>8. Team Performance and Leadership</p> <ul style="list-style-type: none"> ▪ Providing leadership and vision, and encouraging the achievement of team and corporate goals and objectives; ▪ Writing and reviewing policies for change and implementation; ▪ Reviewing procedures and work processes for efficiency and effectiveness; ▪ Creating an environment that fosters and develops effective working relationships and high performance; ▪ Building a strong and effective team that is capable of providing services of the highest quality; ▪ Managing team members effectively, in particular undertaking managers responsibilities and activities associated with staff recruitment, induction, performance management, training and development, and welfare; ▪ Meeting the work programme targets and optimising the use of resources ▪ Regularly reviewing progress towards the achievement of objectives and implementing remedial action appropriately; ▪ Monitoring the team's performance and workloads to ensure that objectives are met; ▪ Ensuring that future demands on the team are anticipated and planned for where possible. ▪ Continually monitoring and improving systems, methods, efficiency and the quality of services provided. 	<ul style="list-style-type: none"> ▪ Evidence of team success to achieve goals and objectives; ▪ Positive feedback from staff as measured by 360 degree feedback; ▪ Evidence points to a competent, motivated and professional workforce, performing efficiently and effectively; ▪ Personnel policies are observed and all HR processes, including performance management, are implemented on time and to the required standard; ▪ Staff complaints, grievances and issues are resolved promptly; ▪ Staff workloads are constantly monitored and managed and the Manager Corporate Services is informed of any workload and/or staff issues in a timely manner. ▪ Work programme outcomes are achieved on time and within budget – no surprises! ▪ Services, policy and procedures are kept under review and changing requirements continue to be met; ▪ Customer expectation are met or exceeded and the required level of service is achieved.

9. Team Financial Performance <ul style="list-style-type: none"> ▪ Preparing the Team's annual budget and work programme and presenting to Manager Corporate Services for approval; ▪ Ensuring appropriate financial monitoring and control is exercised over actual expenditure and income; ▪ Undertaking regular and accurate forecasting as required; ▪ Managing the financial resources within budget. 	<ul style="list-style-type: none"> ▪ Annual budget and work programme are presented on time and in line with Corporate Services direction and vision; ▪ Monthly financial results are reviewed for accuracy and amendments requested if required; ▪ Forecasts are accurate and prepared on time; ▪ Budget outcomes are achieved – no surprises!
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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.

Work Complexity:

Most challenging duties typically undertaken:

- Writing and reviewing policies and procedures;
- Feedback and evaluation of services provided;
- Quality checks on processes to ensure efficiency and effectiveness.

Functional Relationships & Relationship Skills:

Key internal and/or external contacts	Nature of the contact most typical
External <ul style="list-style-type: none"> ▪ Members ▪ Donors ▪ Other CROP agencies ▪ Researchers ▪ General Public 	<ul style="list-style-type: none"> ▪ Giving/receiving information, explaining things, liaising, facilitating, influencing and persuading, resolving minor conflicts, negotiating, formal negotiation.
Internal <ul style="list-style-type: none"> ▪ Director Corporate Services ▪ All Staff 	<ul style="list-style-type: none"> ▪ Courtesy, giving/receiving information, explaining things, advising, gaining co-operation, facilitating, influencing and persuading, resolving minor conflicts, mediating, negotiating, supervising, leading.

Level of Delegation:

The jobholder:

- Manages an annual operational budget of FJD\$ 1,100,000 and a capital budget of approximately FJD\$ 300,000.
- Can authorise up to \$5,000 of costs in own budget
- Can sign standard letters on implementation of work programme.

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 jobholder 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:
<ul style="list-style-type: none">▪ A first degree in Information Technology▪ Tertiary education with at least five years experience in an Information Technology Leadership role.	<ul style="list-style-type: none">▪ A post-graduate degree or diploma in IT, Librarianship or similar;▪ Leadership and coaching qualifications.

Knowledge/Experience

Essential:	Desirable:
<ul style="list-style-type: none">▪ At least 5 years experience leading a range of IT areas like; Users and user equipment, Systems, Network, Security and applications▪ Experience at a senior level in Information Technology Management;▪ Excellent leadership skills;▪ Strong interpersonal and communication skills;▪ Strong analytical and problem solving skills;▪ Customer service skills;▪ Ability to organise, coordinate and prioritise conflicting demands;▪ Experience in leading and managing a team.	<ul style="list-style-type: none">▪ Senior Experience in technical role in a special or academic library;▪ Experience in management of computerised library and registry systems;▪ Project management experience;▪ IT disaster management recovery experience.

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">▪ Aptitude for the provision of high quality service;
Advanced level	<ul style="list-style-type: none">▪ A flexible approach and a willingness to assist with a variety of other tasks within the Secretariat;
Working knowledge	<ul style="list-style-type: none">▪ A high level of interpersonal skills;▪ Ability to meet deadlines;▪ Ability to set priorities successfully working with minimal supervision;▪ Commitment to continuous improvement;▪
Awareness	<ul style="list-style-type: none">▪ Ability to work well with the Corporate Services team and with other Secretariat staff;▪ Good oral and written communication skills;▪ Ability to deal with confidential information in a professional manner.

Key Behaviours

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

- Commitment/ Personal Accountability
- Professional/Technical Expertise
- Teamwork
- Customer Focus
- Effective Communications & Relationships
- Leadership
- Coaching and Development (for managers only)
- Strategic Perspective (for managers only)

Personal Attributes

- Physically fit
- The ability to lead and motivate a team
- Clear and effective communicator
- Ability to think on and off feet
- Ability to sum up the situation and make decisions quickly if required

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 necessary by your Director. 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 Team Leader Information Services.

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 of three years subject to a satisfactory medical examination and performance during a six-month probation period. On completion of three years at the Secretariat, a contract may be renewed for a period between three (3) to six (6) years based on performance, 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 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 11 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 starting salary will be in the range of **SDR34,537 to SDR38,854 per annum**. At the 1 April 2017 exchange rate this salary range was equivalent to **FJD96,769 to FJD108,865**.

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 dependants 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 May 2017**. 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 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.