



FORUM SECRETARIAT

APPLICANT INFORMATION PACKAGE

POSITION : **Help Desk Assistant**

DATE OF ISSUE : **3 March 2010**

CONTENTS

A. ABOUT THE PACIFIC ISLANDS FORUM SECRETARIAT

B. JOB DESCRIPTION

Position Identification
Organisation Context
Functional Relationship
Key Results Areas
Work Complexity
Functional relationship Skills
Personal Specification
Change to Job Description

C. REMUNERATION INFORMATION

Contract Term
Salary
Superannuation
Annual Leave
Sick Leave
Health/Life Insurance

D. ADMINISTRATIVE INFORMATION

Closing date
Mailing Address
Website

A. 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 104 staff. The **Forum Secretariat's** mission is to honour and promote the Forum vision by providing quality policy advice, co-ordination and assistance in implementing Leaders' decisions to Member countries with regard to the following four key goals identified by the Forum Leaders:

- Economic Growth
- Sustainable Development
- Good Governance and
- Security

The **Pacific Islands Forum** Vision:

“Leaders believe that the Pacific region can, should and will be a region of peace, harmony, security and economic prosperity, so that all its people can lead free and worthwhile lives. We treasure the diversity of the Pacific and seek a future in which its cultures, traditions and religious beliefs are valued, honoured and developed. We see a Pacific region that is respected for the quality of its governance, the sustainable management of its resources, the full observance of democratic values, and for its defence and promotion of human rights. We seek partnerships with our neighbours and beyond to develop our knowledge, to improve our communications and to ensure a sustainable economic existence for all”

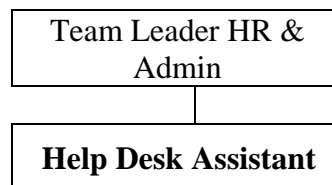
In delivering its mission, the Secretariat will strive for professional excellence while demonstrating personal leadership. It will be responsive to the needs of its stakeholders and will excel within a caring and innovative environment.

B. JOB DESCRIPTION

Position Identification:

Job Title:	Help Desk Assistant
Work Unit:	HR & Administration
Responsible To:	Team Leader HR & Admin
Responsible For:	n/a
Job Purpose:	This job exists to: Provide an efficient service-oriented “one-stop shop” for all internal and external customers of the Secretariat.
Date:	March 2010

Organisation Context:



Functional Relationships:

External

- All visitors passing through reception
- Potential/interested applicants for staff positions
- Public making enquiries via phone

Internal

- All Staff

Key Result Areas:

The position of Receptionist encompasses the following major functions or Key Result Areas:

- Front Office Management
- Corporate Services Help Desk
- Recruitment Help Desk

The requirements in the previous Key Result Areas are broadly identified below:

Key Result Areas:

Jobholder is accountable for	Jobholder is successful when
<p>1. Front Office Management</p> <ul style="list-style-type: none"> ▪ 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 Officer and Fiji Telecom as soon as possible. 	<ul style="list-style-type: none"> ▪ All visitors to PIFS are happy with service; ▪ All overseas calls accounted for
<p>2. Corporate Service Help Desk</p> <ul style="list-style-type: none"> ▪ Managing the Corporate Service Help-Desk function by logging calls, identifying solutions and resolving problems; ▪ Provide help desk support for IT Services by assisting with general troubleshooting at the first instance including logging calls, identifying solutions, resolving 	<ul style="list-style-type: none"> ▪ Downtime is reduced; ▪ Turnaround to problem solving shortened to a maximum of one day; ▪ Customers appreciate receiving feedback; ▪ Problems logged reduce by 5% per year and creative solutions at fingertips of customers increase by 5%

<p>problems, liaising with solution providers where necessary, and proactively monitoring outstanding calls and trends;</p> <ul style="list-style-type: none"> ▪ Where problems cannot be easily solved, direct enquiries to appropriate solution providers, liaising with solution providers where necessary, and proactively monitoring outstanding calls and trends; ▪ Actively provide feedback on all problems logged and update Frequently Asked Questions database at the close of each case. 	<p>per year;</p> <ul style="list-style-type: none"> ▪ Annual CS Survey indicate general customer satisfaction.
<p>3. Recruitment Help Desk</p> <ul style="list-style-type: none"> ▪ Disbursing information packs to interested applicants; ▪ Process applications received for vacancies; ▪ Receive and direct interviewees on arrival and where applicable ▪ Undertaking other duties as directed. 	<ul style="list-style-type: none"> ▪ All vacancy/applicant databases up to date; ▪ All applicants receive feedback; ▪ All databases submitted for shortlisting within two days of closing date.

Note

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 manager as part of the performance development process.

This section may be stapled directly into the Performance Development forms (Part 1 – Expected Results).

Work Complexity:

<p>Most challenging duties typically undertaken:</p>
<ul style="list-style-type: none"> ▪ Attending to VIP visitors when switchboard is busy ▪ Ensuring that all Help Desk enquiries are logged and customer are provided feedback ▪ Gaining the support of solution providers ▪ Maintaining vacancy databases

Functional Relationship Skills:

Key internal and/or external contacts	Nature of the contact most typical <i>e.g. courtesy, giving/receiving information, explaining things, liaising, advising, gaining co-operation, facilitating, influencing and persuading, resolving minor conflicts, mediating, negotiating, formal negotiation, supervising, leading.</i>
All customers	Courtesy, giving/receiving information, facilitating
All staff	Courtesy, giving/receiving information, facilitating

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"> ▪ Diploma in Secretarial or Business Studies 	<ul style="list-style-type: none"> ▪ Diploma in HR

Knowledge / Experience

Essential	Desirable
<ul style="list-style-type: none"> ▪ Previous experience as receptionist 	<ul style="list-style-type: none"> ▪ Previous experience as a Customer Service Assistant ▪ Previous experience as HR related work

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"> ▪ Have 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.
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

Key Behaviours

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

- Commitment/ Personal Accountability
- Professional/Technical Expertise
- Teamwork
- Customer/Diplomatic Focus
- Effective Communications & Relationships

Personal Attributes

- Physically fit and strong
- A drive to get results
- Resilience
- Ability to think on and off your 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 the manager of this position. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle.

C. REMUNERATION INFORMATION

Contract Term

The successful candidate will be entitled to a permanent appointment subject to a satisfactory medical examination and performance in a six-month probation period and throughout the period of employment as evaluated by the Secretariat's Performance Management System.

Salary

The salary will be in the range of FJD12,925 to FJD19, 387 per annum. The appointment is expected to commence at the lower end of the range.

Superannuation

For Fiji Nationals, 8% of salary is paid to the Fiji National Provident Fund.

Annual Leave

This position is a 'support' level position and attracts an entitlement of eighteen working days annual leave per annum.

Sick Leave

This position is a 'support' level position and attracts an entitlement of twenty one sick leave days per annum.

Health/Life Insurance

All established Forum Secretariat positions enjoy 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.

D. ADMINISTRATIVE INFORMATION

The closing date for applications is **Friday, 26 March 2010**. 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.

Applications should be addressed to **The Secretary General, Pacific Islands Forum Secretariat, Private Mailbag, Suva, Fiji**, should be sent to jobs@forumsec.org.fj.

General information on the Pacific Islands Forum Secretariat is available at our Website: www.forumsec.org.