



PACIFIC ISLANDS FORUM SECRETARIAT

APPLICANT INFORMATION PACKAGE

POSITION: DIRECTOR, CORPORATE SERVICES
PROGRAMME

DATE: December 2011

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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 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

Job Identification:

Job Reference:	
Job Title:	Director Corporate Services
Work Unit:	Corporate Services
Responsible To:	Deputy Secretary General
Responsible For:	Corporate Services Teams and six direct reports
Job Purpose:	This job exists to lead and manage Corporate Service and to provide strategic advice to the Executive.
Date:	December 2012

The Leaders' Vision:

Leaders believe the Pacific region can, should and will be a region of peace, harmony, security and economic prosperity, so that all of its people can lead free and worthwhile lives.

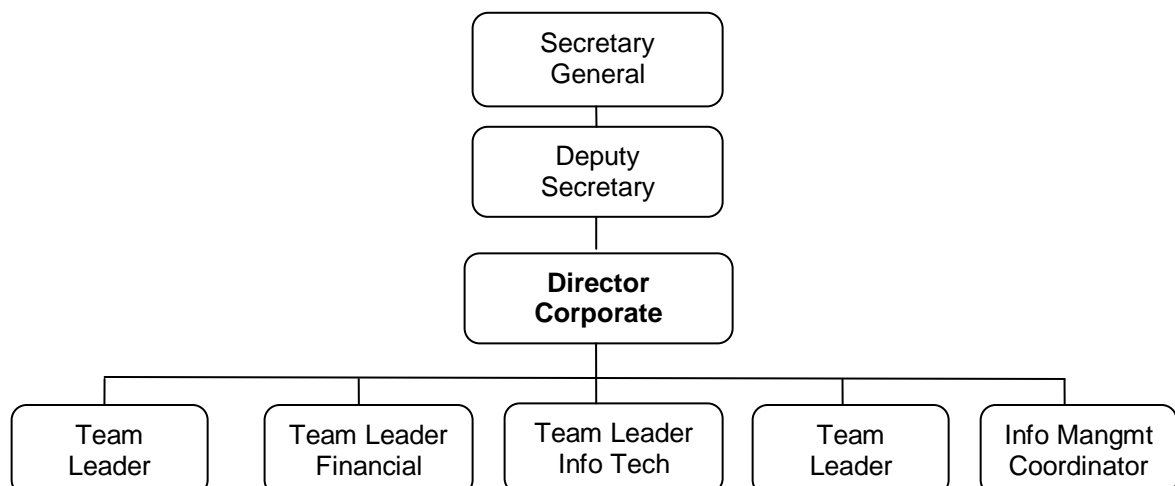
We treasure the diversity of the Pacific and seek a future in which its cultures, traditions and religious beliefs are valued, honoured and developed.

We seek 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.

The Pacific Plan

Organisation Context:



Key Result Areas:

The job of **Director Corporate Services** encompasses the following major functions or Key Result Areas:

- Financial Management;
- HR and Administration;
- Information Management;
- Information Technology;
- Property Services;
- Organisational Development;
- Continuous Improvement;
- Corporate Services Leadership and Performance; and
- Corporate Services Financial Performance.

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

Jobholder is accountable for	Jobholder is successful when
<p>1. Financial Management</p> <ul style="list-style-type: none"> ▪ Ensuring efficient and effective use of the Forum Secretariat’s financial resources. ▪ Providing financial reporting in-line with international accounting standards. ▪ Developing the annual budget and work programme and presenting to FOC for approval. ▪ Monitoring the revenues and expenditures of the organisation against budget and instigating remedial action as required. ▪ Reporting to FOC. ▪ Providing quality and timely donor fund management. ▪ Providing quality and timely financial services, policies and practices. 	<ul style="list-style-type: none"> ▪ The financial affairs of the Forum Secretariat are conducted with transparency. ▪ Financial resources are utilised appropriately in support of the organisation’s goals. ▪ Planning, monitoring and evaluation demonstrate effective and efficient use of resources. ▪ Reporting is in-line with international accounting standards and the requirements of FOC. ▪ Donor’s funds are managed transparently and in-line with Donor’s requirements.
<p>2. HR and Administration</p> <ul style="list-style-type: none"> ▪ Providing strategic human resource management advice to Executive. ▪ Building a performance culture through an effective performance management system. ▪ Liaising with other CROP agencies, and facilitating the CROP Working CROP on Harmonisation processes. 	<ul style="list-style-type: none"> ▪ HR practices are aligned with international best practice. ▪ HR policies and practices are consistent with the organisation’s core values and the Corporate Plan. ▪ Performance management system is consistent with organisational values and the Corporate Plan.

Jobholder is accountable for	Jobholder is successful when
<ul style="list-style-type: none"> ▪ Providing quality and timely HR and Administration services, policies and practices. 	<ul style="list-style-type: none"> ▪ All staff understand and can deliver all aspects of the performance management system. ▪ Staff recruited fit with the organisation's values and capability requirements.
<p>3. Information Management</p> <ul style="list-style-type: none"> ▪ Providing long term strategy and direction with respect to information management including storage, dissemination, preservation and archiving. ▪ Providing quality and timely information management services, policies and practices. 	<ul style="list-style-type: none"> ▪ Forum Secretariat's information is safe, secure and accessible by all who are eligible. ▪ Forum Secretariat staff have access to research tools and information as required to deliver to the organisation's goals. ▪ Information management policies and practices are consistent with the organisation's core values and Corporate Plan.
<p>4. Information Technology</p> <ul style="list-style-type: none"> ▪ Providing long term strategy and direction with respect to the provision of information technology and communication services to the Forum Secretariat. ▪ Providing robust and reliable information technology and communication services, policies and practices. 	<ul style="list-style-type: none"> ▪ Staff have access to information technology and communication services that meets their needs in order to deliver to the organisation's goals.
<p>5. Property Services</p> <ul style="list-style-type: none"> ▪ Providing a safe secure work place that is fit for purpose and meets the needs of staff. ▪ Providing quality and timely property management services, policies and practices. 	<ul style="list-style-type: none"> ▪ The property is preserved for future generations. ▪ Staff and assets are protected and safe from harm. ▪ The environment is conducive to the development of high performing teams.
<p>6. Organisational Development</p> <ul style="list-style-type: none"> ▪ Building an organisational culture that reflects the Secretariat's values and stimulates continuous improvement and peak performance. ▪ Providing best practice strategic planning, monitoring and performance improvement policies and systems. 	<ul style="list-style-type: none"> ▪ Staff participation and buy-in to organisational development initiatives. ▪ Strategic planning, monitoring and performance practices are aligned to best practice.

Jobholder is accountable for	Jobholder is successful when
<p>7. Continuous Improvement</p> <ul style="list-style-type: none"> ▪ Continually monitoring and improving systems, methods, efficiency and the quality of services provided. 	<ul style="list-style-type: none"> ▪ Services, policy and procedures are kept under review and changing requirements continue to be met. ▪ Customer expectations are met or exceeded and the required level of service is achieved.
<p>8. Corporate Services 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. ▪ Creating an environment that fosters and develops effective working relationships and high performance. ▪ Building strong and effective teams that are 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. 	<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. ▪ Work programme outcomes are achieved on time and within budget – no surprises!

Jobholder is accountable for	Jobholder is successful when
<p>9. Corporate Services Financial Performance</p> <ul style="list-style-type: none"> ▪ Preparing Corporate Services annual budget and work programme. ▪ 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!

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:

- Getting buy-in and support for organisational change;
- Managing the diversity and complexity of multiple issues simultaneously;
- Dealing with the operational issues while maintaining the strategic overview.

Functional Relationships & Relationship Skills:

Key internal and/or external contacts	Nature of the contact most typical
<p>External</p> <ul style="list-style-type: none"> ▪ Members ▪ Donors ▪ Other CROP agencies ▪ Suppliers ▪ Auditors ▪ Banks 	<ul style="list-style-type: none"> ▪ giving and receiving information, explaining things, liaising, facilitating, influencing and persuading, resolving minor conflicts, negotiating, formal negotiation.

<p>Internal</p> <ul style="list-style-type: none"> ▪ Executive ▪ All Staff ▪ Staff Association 	<ul style="list-style-type: none"> ▪ courtesy, giving and receiving information, explaining things, advising, gaining co-operation, facilitating, influencing and persuading, resolving minor conflicts, mediating, negotiating, supervising, leading
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Level of Delegation:

The jobholder:

- manages budgets totalling \$8 million;
- can authorise up to \$100,000 of costs in own and other budgets; and
- can sign standard letters on corporate matters, short term temporary contracts, etc.

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

<p>Essential:</p>	<p>Desirable:</p>
<ul style="list-style-type: none"> ▪ A first degree in Management, Finance, Accounting, Human Resource Management or similar; ▪ A post-graduate degree in management. 	<ul style="list-style-type: none"> ▪ Member of a recognised professional accounting body; ▪ Member of a recognised professional HR body; ▪ Leadership and coaching qualifications.

Knowledge/Experience

<p>Essential:</p>	<p>Desirable:</p>
<ul style="list-style-type: none"> ▪ At least ten years experience in a senior management position; ▪ Experience in HR best practice; ▪ Experience in financial management of a medium/large organisation; ▪ Excellent leadership skills; 	<ul style="list-style-type: none"> ▪ Negotiation and conflict management skills.

Essential:	Desirable:
<ul style="list-style-type: none"> ▪ Strong interpersonal and communication skills; ▪ Strong analytical and problem solving skills; ▪ Ability to organise, coordinate and prioritise conflicting demands; and ▪ Ability to see the big picture while dealing with the details. 	

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; ▪ Commitment to continuous improvement.
Awareness	<ul style="list-style-type: none"> ▪ Ability to work well with others in a team environment; ▪ 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
- Strategic Perspective

Personal Attributes

- Advanced oral and written communication skills and the ability to positively influence others
- High level of initiative with the ability to think laterally and identify innovative solutions
- Strong interpersonal skills and sensitivity to the diverse needs in a multi-cultural environment
- Excellent organisational skills and the ability to meet deadlines
- Positive leadership skills committed to a consultative and open work environment
- Focused on quality in every aspect
- Utilises smart work practices
- Committed to team-work

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 Director of the Corporate Services Programme and the principles these conditions are based on.

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 based on performance, funding, the need for the position, and the six (6) years rule.

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 14, 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 SDR49,475 to SDR74,213 per annum. At the 1 December 2011 exchange rate this salary range was equivalent to FJD140,554 to FJD210,832.

Superannuation

- *Principle:* To provide the minimum legal requirement of the host country.
- *Practice:* This entitlement amounts to 8% of salary, 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 FJD2,625 per month or FJD 31,500 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 FJD14,380 per child per annum and up to a maximum of FJD43,140 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 1,100 will be given to staff recruited from outside the greater Suva area.

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 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.
- *Practical:* 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.
- *Practical:* 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:* This allowance is equivalent to two weeks salary 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 **17 February 2012**. 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** and sent electronically to jobs@forumsec.org.fj

General Information on the Pacific Islands Forum Secretariat is available on the website: www.forumsec.org.