

- Noumea-based position
- Attractive expatriate package
- Join the principal development organisation in the region

*The Pacific Community (SPC) invites applications for the position of **Director Information Services (Chief Information Officer)** within its Operations and Management Directorate. This position will be located at its headquarters in Noumea, New Caledonia.*

Description

The **Pacific Community (SPC)** is the principal scientific and technical organisation in the Pacific region, supporting development since 1947. We are an international development organisation owned and governed by our 27 country and territory members. In pursuit of sustainable development to benefit Pacific people, our unique organisation works across more than 25 sectors. We are known for our knowledge and innovation in such areas as fisheries science, public health surveillance, geoscience, and conservation of plant genetic resources for food and agriculture.

The **Operations and Management Directorate (OMD)** provides corporate services to all SPC Divisions and Programmes. It consists of three key departments: Finance, Human Resources and Information Services. OMD is focused on improving the effectiveness of systems, policies and management to provide high-quality customer-oriented services.

The role – the Director Information Services is responsible for bringing together four distinct, but inter-related teams: ICT, Records & General Administration, Language Services and Conference Services. This position is also responsible for the delivery of directly funded programmes. He/she is responsible for managing these teams and identifying strategic opportunities to improve and develop SPC IT systems, digitise its business functions and develop its nascent corporate information knowledge management capabilities. The position also has responsibility for Language Services, which includes translation, interpretation, and publishing. The position also has de responsibility for conference services, which includes catering, transport, protocol, scheduling etc. The position is expected to deliver business value and efficiencies.

The key responsibilities of the role include the following:

Provide strategic leadership and management that ensures effective service delivery of ICT, information knowledge management, language services and conference services to support SPC's overall strategy

- Manage and supervise staff to achieve objectives and to create an environment that promotes high performance, collaboration, staff development and succession planning.
- Structure of the new section is adapted and modified as needed.

Identify, plan for, and implement strategic opportunities to improve and develop SPC information knowledge management, IT systems, and digitise its business functions

- Strategic planning occurs for the Information Services Team, linking objectives with the OMD business plan and the SPC strategic plan.
- Identify and mitigate risks within ICT projects and infrastructure.
- Opportunities for synergies and systems improvements are identified and acted upon.
- Processes for general administration are improved.
- Corporate SPC-wide Information Knowledge Management guidelines, policies and systems are developed and implemented.
- IT systems are effective, efficient, and optimised within resource limitations.
- Language Services are delivered efficiently and effectively.

Ensure that all information and language services are financially sustainable, well managed and cost recovered as appropriate, and that resources are directed to SPC priorities

- Information services budget is effectively managed and resources are allocated to internal priorities.
- Full cost recovery is maintained for all relevant I.S. services.

Provide advice to the Executive and work closely with other members of the SLT, and other internal stakeholders to implement system and process improvements, and further SPC's strategic objectives

- Relationships with Executive and SLT are robust.
- Timely and comprehensive advice is provided.
- Services implement a customer-service focus and approach.

Ensure the team's compliance with all SPC's legal obligations, policies and procedures and build SPC's compliance with service specific policies

- Implement policies and procedures to build SPC's compliance with international standards in the relevant areas of expertise.
- Teams meet their legal obligations.
- SPC adherence to Information and Language Services policies improve.
- All team provide regular reporting.

Propose, pursue and deliver partner funded programmes within the Divisions realm.

- Write, submit and pursue proposals within the organisation's procurement constraints.

- Deliver funded programmes within the funding partners' and SPC's policies and delivery frameworks.

For a more detailed account of the key responsibilities, please **refer to the online job description**.

Key selection criteria

Qualifications

- Post graduate degree in IT, finance, public administration, or information knowledge management.

Technical expertise

- At least 15 years' experience leading a multi-functional information technology services team, with demonstrated experience in strategic design and delivery of complex IT solutions.
- Demonstrated experience with strategic and tactical planning, contract oversight, and financial management to link services to business strategies and objectives.
- Demonstrated experience leading a diverse team through positive change.
- Excellent leadership, change management and staff management skills.
- Demonstrated knowledge of contemporary IT and Information Knowledge management strategies and practices.

Language skills

- Excellent command of both English and people skills for effective communication.

Interpersonal skills and cultural awareness

- Demonstrated ability to work in a multi-cultural environment.
- Knowledge of Pacific Island countries and territories is an advantage.

Salary, terms and conditions

Contract Duration – This vacant position is budgeted for 3 years and is subject to renewal depending on funding and performance.

Remuneration – the **Director Information Services** is a band 15 position in SPC's 2023 salary scale, with a starting salary range of SDR (special drawing rights) 7,360-9,104 per month, which converts to approximately XPF 1,114,927-1,379,100 (USD 9,863-12,200; EUR 9,343-11,557). An offer of appointment for an initial contract will normally be made in the lower half of this range, with due consideration being given to experience and qualifications. Progression within the salary scale is based on annual performance reviews. SPC salaries are not presently subject to income tax in New Caledonia.

Benefits for international staff employees based in New Caledonia – SPC provides subsidised housing in Noumea. Establishment and repatriation grant, removal expenses, airfares, home leave travel, health and life and disability insurances and education allowances are available for eligible employees and their eligible dependents. Employees are entitled to 25 working days of annual leave per annum and other types of leave, and access to SPC's Provident Fund (contributing 8 % of salary, to which SPC adds a matching contribution).

Languages – SPC's working languages are English and French.

Recruitment principles – SPC's recruitment is based on merit and fairness, and candidates are competing in a selection process that is fair, transparent and non-discriminatory. SPC is an **equal-opportunity employer**, and is committed to cultural and gender diversity, including bilinguism, and will seek to attract and appoint candidates who respect these values. Due attention is given to gender equity and the maintenance of strong representation from Pacific Island professionals. If two interviewed candidates are ranked equal by the selection panel, preference will be given to the **Pacific Islander**. Applicants will be assured of complete confidentiality in line with SPC's private policy.

Application procedure

Closing date: 16th of April 2023 – 11:00 pm (Noumea time)

Job Reference: AL000551

Applicants must apply online at <http://careers.spc.int/>

Hard copies of applications will not be accepted.

For your application to be considered, you must provide us with:

- an updated resume with contact details for three professional referees
- a cover letter detailing your skills, experience and interest in this position
- responses to all screening questions

Your application will be considered incomplete and will not be reviewed at shortlisting stage if all the above documents are not provided.

Applicants should not attach copies of qualifications or letters of reference. Please ensure your documents are in Microsoft Word or Adobe PDF format.

SPC does not charge a fee to consider your application and will never ask for your banking or financial information during the recruitment process.

Screening questions (maximum of 2,000 characters per question):

1. What do you consider are the strategic Information and Communications Technology issues facing the Pacific Community as an intergovernmental organisation over the next three years?
2. Using one example, could you please outline your experience in Information Services with a particular focus on strategic design to implementation processes? What worked and what didn't work?
3. Please describe your experience in leadership in a diverse multi-cultural and multi-lingual teams environment. What are the key aspects you took into consideration to ensure a highly integrated and collaborative approach between internal and external stakeholders?