

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

*The Pacific Community (SPC) invites applications for the position of **Digital Transformation Manager** within its Operations and Management Directorate. The position will be located at its headquarters in Noumea, New Caledonia or at its regional office in Suva, Fiji.*

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 **Digital Transformation Manager** will be responsible for leading the strategic planning and coordinated delivery of internal digital transformation initiatives that enable SPC's institutional modernisation and operational effectiveness. The role oversees a portfolio of cross-organisational digital projects aligned with the OneSPC Transformation Programme, ensuring initiatives are strategically prioritised, resourced, and sustainably delivered.

The key responsibilities of the role include the following:

Delivery of Digital Initiatives

- Oversee the delivery of enterprise-wide digital initiatives aligned with the OneSPC Transformation Programme.
- Managing project teams and coordinating inputs across divisions, technical teams, and external partners.
- Overseeing vendor relationships for digital solution delivery and ensuring compliance with SPC's procurement and quality standards.
- Embedding user-centred design practices throughout the project lifecycle to ensure fit-for-purpose outcomes.
- Supporting change management, communications, and training activities to ensure successful uptake and utilisation of new systems.
- Monitoring risks, interdependencies and quality throughout delivery phases.
- Ensuring effective handover of systems to operational teams with appropriate documentation and support plans.

Internal Engagement and Collaboration

- Building and maintaining productive relationships with SPC divisions, programmes, and enabling functions.
- Facilitating coordination and collaboration between central ICT and divisional ICT teams.
- Supporting engagement with the SPC ICT Committee and other governance groups as needed.
- Engaging early with internal business owners and subject matter experts to inform digital solution design.
- Promoting shared learning and reuse of digital tools, platforms, and frameworks across the organisation.
- Managing internal expectations regarding scope, timing, and resourcing of digital initiatives.

Portfolio Planning and Strategy

- Leading the strategic planning of SPC's internal digital transformation initiatives, ensuring alignment with the OneSPC Transformation Programme.
- Designing and managing the digital transformation portfolio, including initiative selection, prioritisation, and sequencing based on organisational value.
- Developing and maintaining SPC's internal digital roadmap and transformation workplan.
- Leading the formulation of business cases and investment proposals for digital initiatives.
- Establishing portfolio governance mechanisms to monitor progress, manage interdependencies, and track benefits realisation.
- Advising on digital architecture choices that enable integration, sustainability, and reduction of technical debt.
- Identifying new opportunities to drive value through innovation, business process redesign, and emerging technologies.

Team Management and Leadership

- Providing leadership and direction to the digital transformation team.
- Supporting professional development and continuous learning.
- Managing recruitment, onboarding, and succession planning.
- Promoting a positive, inclusive, and high-performance team culture.
- Conducting regular performance reviews and providing constructive feedback.
- Ensuring team wellbeing, workload balance, and compliance with SPC policies.

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

Key selection criteria

Qualifications

- A Master degree in information systems, digital innovation, computer science, business administration, public sector management or equivalent body of knowledge and experience
- Recognised project or programme management certification (e.g. PMP, PRINCE2, MSP)
- Relevant IT service management or change management certification (e.g. ITIL, Prosci, CCMP)

Technical expertise

- At least 15 years of experience leading complex digital projects or programmes with organisation-wide impact
- Demonstrated expertise in portfolio and programme management, including prioritisation, resource planning, and benefits tracking
- Proven track record managing external vendors, suppliers, and technical partners to deliver digital solutions
- Strong practical understanding of user-centred design, change management, benefits realisation and technology adoption practices
- Expertise in portfolio and programme management, including prioritisation, resource planning, and performance tracking
- Experience engaging with senior leaders and governance bodies to align digital initiatives with strategic goals
- Ability to foster innovation, continuous improvement, and a high-performance team culture

Language skills

- Strong written and oral communication skills in English

Interpersonal skills and cultural awareness

- Knowledge of Pacific Island countries and territories is an advantage.

Salary, terms and conditions

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

Remuneration – The **Digital Transformation Manager** is a band 13 position in SPC's 2025 salary scale.

For a Noumea based position – a starting salary range of SDR (special drawing rights) 5,690-7,016 per month, which converts to approximately XPF 831,658-1,025,524 (USD 7,568-9,332; EUR 6,969-8,594). SPC salaries are not presently subject to income tax in New Caledonia.

For a Suva based position – a starting salary range of 4,291–5,364 SDR (special drawing rights) per month, which currently converts to approximately FJD 12,917–16,146 (USD 5,707–7,134; EUR 5,256–6,570). Remuneration of expatriate SPC staff members is not subject to income tax in Fiji; Fiji nationals employed by SPC in Fiji will be subject to income tax.

An offer of appointment for an initial contract will normally be made in the lower half of this range, with due consideration given to experience and qualifications. Progression within the salary scale will be based on annual performance reviews.

Benefits for international staff employees – SPC provides a housing allowance (or 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 10% 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: 27 July 2025 – 11:00 pm (Noumea time)

Job Reference: CR000446

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. Describe a recent digital transformation initiative you led that involved multiple business units or divisions. What challenges did you face in coordinating delivery, and how did you ensure the solution met user needs and was adopted successfully?
2. Give an example of a time you worked with technical and non-technical stakeholders to co-design a digital solution. How did you ensure their needs were reflected, and what was the result of that engagement?
3. Tell us about a time you contributed to or managed a digital roadmap. How did you decide what to prioritise and how did you communicate those priorities to stakeholders?