

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

*The Pacific Community (SPC) invites applications for the position of **Manager - IKM, Language, and Publishing Services** 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 **Manager - IKM, Language, and Publishing Services** will provide leadership, resource management, work planning, and service management for SPC's Knowledge Management, Translation, Interpretation, Publishing, Libraries and Registry teams.

The key responsibilities of the role include the following:

### Management and leadership

- IKM, Translation, Interpretation, and Publishing staff are effectively recruited, led (directly and indirectly), and represented.
- Succession planning is strong and leadership skills are developed within the teams
- Robust performance management practices are utilised and staff performance issues are effectively address
- A tangible contribution is made to the departmental leadership team's collective management and direction of the department
- Vibrant team culture contributing to productivity and innovation
- Direct reports provide feedback suggests they are managed fairly and in a way that promotes effectiveness, efficiency and growth

### Ways of working

- Demonstrable contribution of this role to leading and inspiring improvement to 'ways of working' across the department
- Demonstrable contribution of the Publishing, Translation and Interpretation, and Knowledge Management teams towards organisational and 'ways of working' objectives in the OMD business plan
- The teams managed are collaborative and work well with other teams both within OMD and within SPC programme divisions

### Delivery of team work programme

- Language services, Publications, and IKM have ambitious yet realistic annual work plans
- Teams deliver high quality services and products in their respective areas within expected time frames
- Teams are well organised and leverage emerging practices and technology to drive efficiencies, innovation, and quality improvements
- Projects and programmes are managed well, and deliver planned value and benefits
- Service quality, risks, and the benefits delivered by initiatives are monitored and measured
- SPC is recognised as a leader in the areas of language services, knowledge management, and publishing

### Engagement and IS resource management and mobilisation

- This role drives and leads strategic thinking, planning, and resource management for the Information Services Department
- Budgets and reports for Information Services are produced to high quality as required in their various cycles
- Internal cost recovery frameworks provide sustainable funding for quality services, are managed effectively, and improved as needed
- Relationships with key stakeholders – programme divisions, vendors, freelancers, donors, and member country stakeholders– are positive and stakeholders engaged in service improvement activities
- Public speaking, writing, and media engagement lead to positive feedback and growing trust and understanding of issues in areas relevant to the role
- Constructive discussions are held with possible donors, leads are followed up and where necessary and possible business cases generated and approved
- Ideas are generated and rigorously explored for generating further resources for the improvement of IS services

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

## Key selection criteria

### Qualifications

- Master's degree in information or knowledge management, public sector management, business administration, language and linguistics or another academic discipline related to the substantive work of the Information Services department or equivalent body of knowledge and experience

### Technical expertise

- 15 years of relevant experience, including 10+ in a managerial role
- Demonstrable experience managing publishing, language and/or knowledge management teams
- Strong relationship management, influencing and engagement experience and success in leading teams of professionals
- Strong experience in resource management, planning and budgeting
- Corporate service delivery
- Project management and delivery skills
- A good understanding of the challenges driving knowledge management practices across an organisation

### Language skills

- Excellent oral and written English language communication

### Interpersonal skills and cultural awareness

- Demonstrated ability to work with people from different national and cultural backgrounds

## Salary, terms and conditions

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

**Remuneration** – the **Manager - IKM, Language, and Publishing** is a band 13 position in SPC's 2025 salary scale, with a starting salary range of SDR (special drawing rights) 5,438-6,701 per month, which converts to approximately XPF 794,753-979,374 (USD 7,232-8,912; EUR 6,660-8,207). 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 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

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**Closing date:** 11 May 2025 – 11:00 pm (Noumea time)

**Job Reference:** CR000412

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. Please discuss how your personal and professional background has shaped your approach to management and leadership.
2. How has your background in IKM, Language Services, and/or publishing prepare you to be effective in this role
3. Using a specific example from your past, please illustrate your approach to leading significant change across a business unit.