

APPLICANT INFORMATION PACKAGE
KNOWLEDGE MANAGEMENT OFFICER (KMO)

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A. Background Information on SPREP

SPREP is the regional organisation established by the Governments and Administrations of the Pacific charged with protecting and managing the environment and natural resources of the Pacific. The head office is based in Apia, Samoa with about 100 staff. There is also a SPREP office in Fiji with four staff as well as SPREP Officers stationed in the Federated States of Micronesia, Republic of the Marshall Islands, Solomon Islands and Vanuatu. SPREP has an annual budget of USD \$29 million in 2018.

The establishment of SPREP sends a clear signal to the global community of the deep commitment of Pacific island Governments and Administrations for better management of the environment within the context of sustainable development.

The strategic direction for SPREP is clearly set out in the 2017-2026 SPREP Strategic Plan. The Plan outlines the mandate, vision and programmes for the organisation, and places strong emphasis on effective delivery of services to SPREP Member countries and territories.

Mandate

SPREP's **mandate** is to promote cooperation in the Pacific region and provide assistance in order to protect and improve its environment and to ensure sustainable development for present and future generations.

Vision

SPREP is guided by its **vision for the future**: "A resilient Pacific environment, sustaining our livelihoods and natural heritage in harmony with our cultures".

Members

SPREP has 21 Pacific island member countries and territories (American Samoa, Cook Islands, Federated States of Micronesia, Fiji, French Polynesia, Guam, Kiribati, Marshall Islands, Nauru, New Caledonia, Niue, Northern Marianas, Palau, Papua New Guinea, Samoa, Solomon Islands, Tokelau, Tonga, Tuvalu, Vanuatu and Wallis & Futuna) and 5 developed countries (Australia, France, New Zealand, United Kingdom and United States of America) with direct interests in the region.

Four regional goals to achieving resilience and sustainable Pacific communities:

- **Regional Goal 1:** Pacific people benefit from strengthened resilience to climate change
- **Regional Goal 2:** Pacific people benefit from healthy and resilient island and ocean ecosystems
- **Regional Goal 3:** Pacific people benefit from improved waste management and pollution control
- **Regional Goal 4:** Pacific people and their environment benefit from commitment to and best practice of environmental governance

These define the core priorities and focus of SPREP in the areas on:

1. Climate change resilience
2. Ecosystem and Biodiversity Protection
3. Effective Waste Management and Pollution Control

4. Environmental Governance

SPREP approaches the environmental challenges faced by the Pacific guided by four simple **Values**.

These values guide all aspects of our work.

- We value the **Environment**
- We value our **People**
- We value high quality and targeted **Service Delivery**
- We value **Integrity**

The SPREP Secretariat continues to strengthen and realign its institutional capacities, competencies, and systems to best support its Members by delivering more integrated, responsive, and cost-effective services to Members and partners and by better coordinating regional efforts.

Organisation Goal 1: SPREP has information, knowledge, and communications systems that get the right information to the right people at the right time and influence positive organisational, behavioural and environmental change.

Organisation Goal 2: SPREP has multi-disciplinary processes in programme delivery and in supporting

Members to develop national and regional policies and strategies.

Organisation Goal 3: SPREP has a reliable and sustainable funding base to achieve environmental outcomes for the benefit of the Pacific islands region and manages its programmes and operations to stay within its agreed budget.

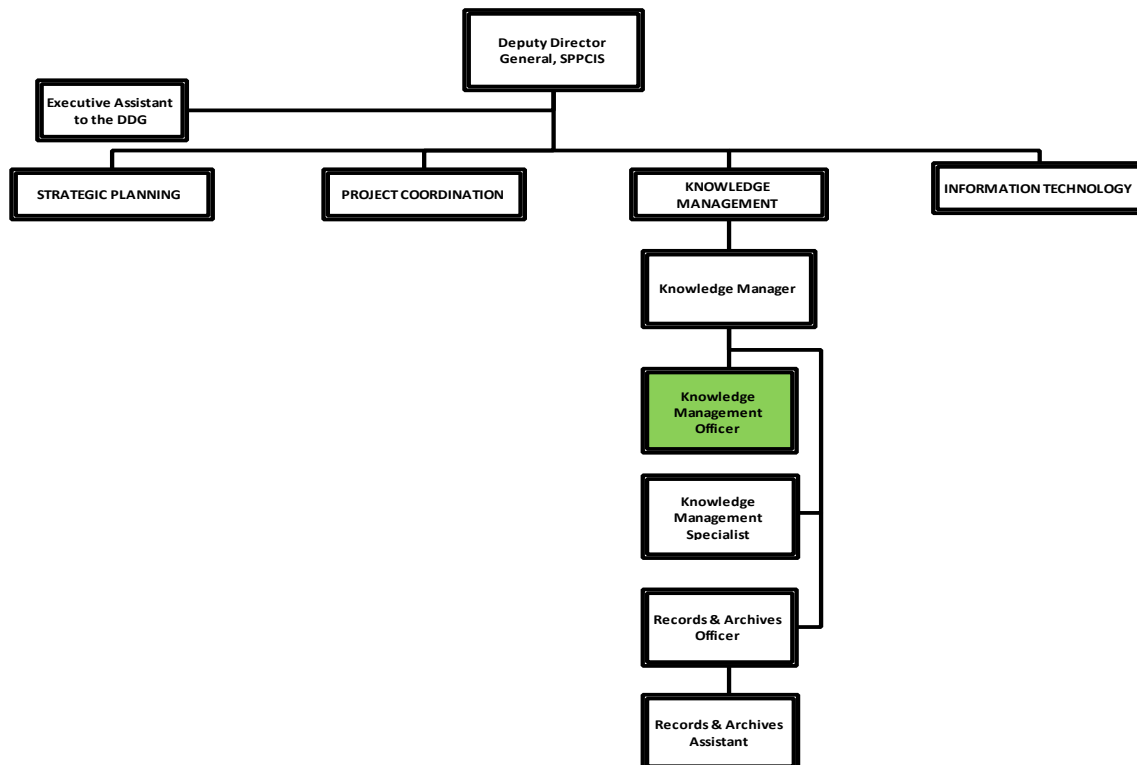
Organisation Goal 4: SPREP is leading and engaged in productive partnerships and collaboration.

Organisation Goal 5: SPREP has access to a pool of people with the attitudes, knowledge, and skills to enable it to deliver on its shared regional vision.

B. JOB DESCRIPTION

Job Title:	Knowledge Management Officer (KMO)
Department:	Strategic Planning, Project Coordination and Information Services
Team:	Knowledge Management
Responsible To:	Knowledge Manager
Responsible For: (Total number of staff)	N/A
Job Purpose:	This job exists to: <ul style="list-style-type: none"> Assist in the provision of quality library and knowledge management services
Date:	May 2018

Organisation Context



Key Result Areas

The position of **Knowledge Management Officer (IMO)** addresses the following Key Result Areas:

1. Collection maintenance
2. Library system and Reference Services
3. Knowledge management
4. Promotion and client education
5. Administrative support

The requirements in the above Key Result Areas are broadly identified below.

Jobholder is accountable for	Jobholder is successful when
1. Collection maintenance <ol style="list-style-type: none"> a) Acquire, classify and catalogue environment related national and regional resources (both print/electronic) using the Library of Congress subject descriptors and the Dewey Decimal Classification (DDC) system into DBTextWorks; b) Maintain serials collection and subscriptions to E-journals c) Shelf Serials and Monographs according to the DDC Classification System; 	<ul style="list-style-type: none"> • New materials are catalogued correctly using the required standards • New serials / newspapers and e-journals collections are updated and shared with staff and stakeholders • In-coming serials processed accurately and current collection is displayed prominently and attractive; • Display areas are kept up-to-date and materials are shelved correctly
2. Library system and Reference Services <ol style="list-style-type: none"> a) Process inter-library loan requests using all available information networks b) Provide user services, including inquiries and document delivery c) Assist in maintaining the SPREP's "Virtual Library" accessible via the website d) Enter bibliographic records into the SPREP Repository database and carry out bibliographic checks and searches e) Suggest ways to integrate library system to other existing information systems and vice-versa 	<ul style="list-style-type: none"> • Timely inter-library loans are maintained • Clients receive prompt and efficient service with minimal delays • SPREP's virtual library on the website is accurate and up-to-date • Accurate bibliographic records are entered and maintained on the SPREP database • Information systems within SPREP are interlinked and cross-referenced for ease of reference
3. Knowledge Management <ol style="list-style-type: none"> a) Support and advocate for Knowledge Management Initiatives and best practices <ol style="list-style-type: none"> b) Assist in uploading all SPREP knowledge products on the website c) Process requests for information, and disseminate SPREP knowledge products d) Assist in developing Cataloguing in Publication (CIP) data for all new SPREP knowledge products 	<ul style="list-style-type: none"> • Staff and the Secretariat are well aware of knowledge management initiatives and best practices <ul style="list-style-type: none"> • All SPREP knowledge products are available on the website and sent to PEIN depository libraries twice a year • Requests for information and SPREP knowledge products are processed in a timely manner • SPREP Library CIP data is available in

<ul style="list-style-type: none"> e) Maintain inventory for all SPREP knowledge products f) Provide support to the administration of Information Management back-end tools such as the PMIS and the Electronic Document and Record Management System (EDRMS - Alfresco) 	<p>all official knowledge products</p> <ul style="list-style-type: none"> • All SPREP knowledge products are stored in an organised manner and copies of the latest additions are made visible in the library. • The EDRMS and other internal information management systems are well supported, maintained and backed up
<p>4. Promotion and Client Education</p> <ul style="list-style-type: none"> a) Provide training and awareness for staff and stakeholders in the use of all public access technologies and reference materials b) Coordinate corporate and programme displays at meetings and workshops c) Assist with library tours and staff induction d) Promote and market SPREP's work on the various social media networks e) Compile, layout and send "Give me Library" bulletin to SPREP staff 	<ul style="list-style-type: none"> • Staff and stakeholders have better access and use of the library resources and services • Information displays are attractive, accurate and interactive • SPREP staff are aware of library services and regularly use library facilities • Programmes work with the library to improve SPREP promotional activities • SPREP information is effectively communicated on social media networks • Staff are kept informed with the latest additions to the collection once a month
<p>5. Administrative Support</p> <ul style="list-style-type: none"> a) Maintain statistics as required by the Knowledge Manager b) Manage purchase orders and request for payments c) Administer the use of knowledge products for displays including pull-up banners, posters and other relevant materials d) Provide basic Information Technology (IT) support e) Administer daily operation of the library 	<ul style="list-style-type: none"> • Accurate library statistics are kept • Library purchases are processed in a timely manner • Knowledge products including banners are well managed and organised for ease of reference • Timely and adequate IT support is provided to the Secretariat • Day to day administrative operations of the library is provided and maintained

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 Director/Supervisor as part of the performance development process.

This section may be copied directly into the Performance Development Plan.

Work Complexity

Most challenging duties typically undertaken:

- Original/specialised cataloguing and indexing
- Sourcing material on the web/from publishers/from other libraries to meet patron requests
- Ensuring library policies and procedures are effective and meet user requirements
- Professional referencing and guidance
- Providing IT backup support to the Secretariat
- Knowledge management support and advocacy work

Functional Relationships & Related Skills

Key internal and/or external contacts	Nature of the contact most typical
External <ul style="list-style-type: none"> • SPREP Member countries • PICT Libraries and Information Centres • General Public • Schools and learning institutions • Publishers / Suppliers 	<ul style="list-style-type: none"> • Information provision & dissemination • Library services • Consultations • Discussions • Acquisitions of resources
Internal <ul style="list-style-type: none"> • Executive Management • Programme and departments • 	<ul style="list-style-type: none"> • Discussions and workplanning • Information provision & dissemination • Knowledge management support and advice • Information services advice and support • Reporting • Assistance

Level of Delegation

The position holder:

- Has no delegation of authority

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

1. A Bachelor degree in Library, Information Management or relevant discipline

Knowledge / Experience

Essential

2. At least 2 years experience in information & knowledge management including library & IT work and operations
3. Sound knowledge and understanding of information databases on DBText Works library software and general Microsoft and computing skills
4. Demonstrated research, analytical and reporting skills including strong organisational, office management and problem solving skills and the ability to work with integrity and exercise good sense of judgement, diplomacy and tact within a multi-disciplinary and multi-cultural team environment
5. Demonstrates initiative to be creative, a commitment for continuous development and has appreciation of challenges and opportunities in information management in the Pacific with demonstrated ability to meet work-plan deadlines with minimal supervision
6. Demonstrated knowledge of accepted and emerging issues and challenges in knowledge management in the Pacific islands region as well as good understanding and appreciation of environmental ethics, values and priorities
7. Excellent communication skills with high command of spoken and written English including demonstrated experience with media, publications, communications and networking with diverse stakeholders

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">• Library systems and operations• Professional Cataloguing Skills• Dewey Decimal Classification System• Information provision & dissemination• Knowledge Management• Communications• Public relations
Advanced level	<ul style="list-style-type: none">• Advisory and analytical skills• Copyright issues in the Pacific• Information sharing, data & knowledge

	management issues and challenges in the Pacific
Working Knowledge	<ul style="list-style-type: none"> • Country libraries and information centers • Reference Interviewing • Information Technology • Internet & Web 2.0 Skills
Awareness	<ul style="list-style-type: none"> • SPREP Strategic Plan • SPREP Work Programmes • Environmental issues in the Pacific islands region • Emerging environmental issues and challenges

Key Behaviours

All staff are expected to uphold SPREP's Organisational Values and Code of Conduct which are Key Behaviours forming part of the Performance Development:

- Environmental Leadership
- Service Delivery
- Valuing our People
- Integrity

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. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

C. REMUNERATION PACKAGE – TERMS & CONDITIONS

Duty Station: Apia, Samoa.

Duration: Appointment is for a term of three years and may be renewable for a further term(s) based on the needs of SPREP at the time, its funding situation and proven merit and work performance.

Salary: Remuneration is at Band 7 of SPREP's salary scale for locally recruited staff. The salary range for this position is from SAT\$32,999 to SAT\$37,124 per annum. All positions have been evaluated to reflect the level of responsibilities and level of experience and qualifications required. Progress in the salary scale will be based on annual performance reviews.

Term: Appointment is subject to a satisfactory medical examination, as well as a 6 months' probationary period.

An appointment is terminated by (i) completion of term of contract (ii) one month's notice by either party (iii) without notice by either party paying one month salary in lieu of notice or (iv) dismissed with or without notice as a disciplinary measure.

Performance Reviews: Annual performance assessments and performance rewards will be based on the Secretariat's Performance Development System.

Education Allowance: Education expenses may be reimbursed against actual receipts for dependent children, to cover up to 75% of the actual costs. Currently the annual allowance is up to a maximum of Samoan Tala \$1,000.

Annual Leave: 15 working days a year (up to a maximum accumulation of 50 days).

Sick Leave: 30 working days a year (up to a maximum accumulation of 90 days).

Other Leave: Provisions also exist for maternity, compassionate, paternity, examination and special leave (without pay).

Duty Travel: SPREP meets travelling expenses at prescribed rates necessarily incurred by staff required to travel away from Apia on official business.

Life and Accidental Death and Disability Insurance: All employees are covered by SPREP's 24 hour Life and Accidental Death and Disability Insurance Policy.

Medical Benefits: All employees and their dependants are entitled to have all reasonable medical, dental and optical expenses met, under the terms and conditions of the SPREP in-house Medical Treatment Scheme.

Superannuation: SPREP will pay 7% of basic salary to the Samoa National Provident Fund.

Overtime: Locally recruited staff at Band 7 and below may claim overtime or time off in lieu of overtime for the hours they are required to work in excess of their normal working hours. A meal allowance and transport assistance are also available subject to terms and conditions set out by the Staff Regulations.

Gratuity Payment: The appointee is entitled to a gratuity payment equivalent to two week's salary, upon successful completion of 2 consecutive 3-year contracts, provided the contract is not extended or renewed.

Learning and Development: Learning and development opportunities will be based on the approved SPREP Performance Development System and individual Performance Development Plans.

Transport: Transport from and to central Apia before and after work is provided.

Definitions:

'Dependant' means the financially dependent spouse or dependent child of an employee.

'Dependent child' means an employee's unmarried, financially dependent, natural or legally adopted child who is:

- under the age of 16 years; or
- under the age of 19 years if undertaking full-time study at a secondary school; or
- under the age of 25 years if enrolled and undertaking full-time study at a university or other tertiary institution; or
- mentally or physically incapacitated.

Equal Opportunities: SPREP is an Equal Opportunity Employer. Men and women are equally eligible for all posts in SPREP.

General: Appointment will be under the terms and conditions of SPREP's Staff Regulations, a copy of which will be made available to the successful applicant.

4. ADMINISTRATIVE INFORMATION

ESSENTIAL: Applications should include:

1. Completed Application Form – can be downloaded from the Employment Section of our website;
2. A detailed Curriculum Vitae.

Applications that do not complete the SPREP Application Form and submit all the requirements stated above will not be considered.

Submitting applications:

- a) **BY EMAIL (MOST PREFERRED OPTION):** Subject matter to be clearly marked “Application for Knowledge Management Officer” and send to recruitment@sprep.org OR
- b) **BY POST OR FAX:** Application to be addressed and sent to: The Director General, SPREP, P. O. Box 240, Apia or fax number (685)20231 and clearly marked “Application for Knowledge Management Officer”

More Information on SPREP and its work in the region can be found on the SPREP website
www.sprep.org

For further enquiries, contact Ms Jolynn Fepuleai on telephone (685) 21929 ext 325 or Email:
jolynnf@sprep.org

Closing date: Friday, 8th June 2018: Late applications will not be considered.

SPREP is an Equal Opportunity Employer
