

## Position Description

Vacancy Title: **Stakeholder and Community Relations Officer**

Location: **Nadi**

Reports To: **None**

### Objective

The Stakeholder and Community Relations Officer plays a vital role in fostering and maintaining strong relationships with external stakeholders, including local communities, government entities, and regulatory agencies. The officer will be responsible for ensuring effective stakeholder engagement, community outreach, and regulatory compliance across all projects at Fiji Airports. This role reports to the Strategic Manager Communications & Engagement.

### Outcomes

#### Organisational Stakeholders

##### 1. Proactive Stakeholder Relationship Management and Consultation

- Strong and lasting relationships with external stakeholders are consistently developed and maintained, contributing to the successful implementation of Fiji Airports' projects.
- Community engagement initiatives are effectively managed, leading to constructive interactions with local communities, addressing concerns, and resolving issues in a timely manner.
- Regulatory compliance is ensured across all projects, mitigating risks and facilitating smooth project execution.
- Trust and transparency are built with stakeholders through proactive communication and the timely sharing of relevant information.
- Stakeholder engagement strategies are developed and implemented, aligned with Fiji Airports' Master Planning process and project objectives, and a targeted number of consultations are successfully conducted.
- Stakeholder satisfaction is measured through regular feedback surveys, with a high level of satisfaction achieved and maintained through effective relationship management.
- Stakeholder inquiries and concerns are addressed in a timely manner, with a high resolution rate within agreed timelines, contributing to positive engagement outcomes.
- The Project Information Hub is effectively managed, ensuring stakeholders have easy access to accurate and up-to-date project information.

##### 2. Inclusive Community Engagement and Communication

- Community engagement initiatives are planned, organised, and executed effectively, with a measurable number of events organised and attended, ensuring broad community participation.
- Community-focused communication materials are developed and distributed, ensuring they are culturally appropriate, accessible, and aligned with Fiji Airports' messaging.
- Community concerns and grievances are addressed and resolved through collaboration with project teams, ensuring a balance between community needs and project objectives.
- Diversity and inclusivity are prioritised in engagement activities, with specific focus on reaching underrepresented or marginalized groups and monitoring participation diversity.
- The effectiveness of community engagement initiatives is evaluated regularly, with improvements recommended and implemented based on feedback.

##### 3. Government and Regulatory Liaison and Compliance Management

- Effective liaison is maintained with government agencies, regulatory bodies, and external stakeholders, ensuring strong relationships and smooth communication.
- Compliance with local and national regulations is achieved, including environmental, social, and governance (ESG) requirements, reducing legal and operational risks.
- Regulatory submissions (documents, reports, and permits) are completed on time, ensuring all required compliance activities are met.
- Legislative or policy changes impacting projects are monitored and communicated promptly to relevant internal teams, ensuring continued compliance.

##### 4. Collaboration, Integration and Reporting of Stakeholder Insights

- Stakeholder engagement efforts are closely aligned with broader communication strategies, through collaboration with the Director Projects and Strategic Manager Engagement & Communications.
- Regular reports on stakeholder engagement activities are prepared, focusing on feedback received, actions taken, and outcomes achieved, ensuring quality and timeliness.
- Stakeholder and community perspectives are integrated into project planning and decision-making, resulting in actionable recommendations being implemented in projects.
- Training programs for staff on effective stakeholder engagement are developed, ensuring the team is well-equipped to engage with stakeholders.

##### 5. Teamwork & Professionalism Upheld

- Professional conduct is consistently maintained with all stakeholders, fostering positive internal and external relationships.
- Collaboration with other departments is proactive, supporting cross-functional coordination.
- All assigned duties are carried out diligently and professionally, contributing to the success of the organisation.

#### 6. Fiji Airport's image and value standards demonstrated and promoted

- FA's image and values upheld and demonstrated
- Team members monitored and encouraged to uphold image and value standards

## Responsibilities - Key Competencies

Competence	Description
<b>Business</b>	
Change Management	Implement and manage changing situations resulting from a change in strategic/business.
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Information Analysis	Make informed decisions by collecting and interpreting data and information
Documentation	Communicate using formal business writing.
Communication	Exchange information through verbal communication
<b>Customer</b>	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Promotion	Promote the value of the products/services offered by the organisation.
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
Organisational Values	Display the organisation's image and value standards.
Social and Cultural Awareness	Respond respectfully and effectively to people of different cultural and social backgrounds.
<b>People</b>	
Team Orientation	Work in a team towards a common aim.
Problem Solving	Develop practical solutions to a situation.
Negotiation	Reach agreement through discussion and compromise.
Self-Management	Manage your priorities and objectives efficiently and effectively
<b>Professional</b>	
Technical Strength	Demonstrate knowledge of a specialist discipline.
Compliance	Comply with relevant laws and the policies and procedures of the organisation.
Global Environment	Respond to globally driven changes in the organisation's environment.

## Qualifications

Qualification	Discipline	Notes
<b>Preferred</b>		
Degree	Business Administration, Communications, Media & Communications, Development Studies	or a related field.

## Work Knowledge and Experience

Minimum of three (3) to five (5) years' experience in stakeholder engagement, community liaison, public relations, or a related field.

Experience supporting community engagement activities, such as consultations, outreach events, or public meetings, particularly in diverse cultural settings.

Experience handling community feedback or concerns, with the ability to communicate clearly and escalate issues appropriately.

Familiarity with basic reporting tools, databases, or consultation logs to support transparency and recordkeeping.

Strong verbal and written communication skills, including the ability to draft clear, concise, and culturally appropriate communications (e.g. reports, newsletters, meeting summaries, and public notices).

Proficiency in either iTaukei and/or Fiji Hindi is highly desirable to effectively engage with local communities.

## Requirements

### Language Proficiency

Excellent command of English

### Regulatory Compliance Requirements

Driver's License

## Other Required Requirements

No other required items found.

## Interactions

Type	Interaction	Comments
<b>Internal</b>		
	All employees	
	Management Team	
<b>External</b>		
	Airport Stakeholders	
	Community	
	Statutory Authorities	

## Attributes

### Behavioural Styles

Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
Energetic	Constantly active and driven to put in effort. Works hard to promote an enterprise.
Innovative	Devises new and creative ways to do things comes up with original ideas.
Integrity	Adherence to moral and ethical principles; soundness of moral character; honesty.

### Interpersonal Styles

Extrovert	Outgoing and showing interest in events going on around them, particularly people, new experiences and changing situations.
Perceptive	Shows keen insight and understanding of issues or situations.

### Thinking Styles

Flexible/Adaptable	Readily accommodates changing circumstances, modifying own behaviour and/or views. Able to adjust easily to new conditions.
Initiative	Takes action and makes decisions without the help or advice of other people.
Well organised	Controls tasks in a well thought out and critical manner.

## How To Apply

To apply, please submit your CV and a cover letter explaining your interest in this position and highlighting your relevant experience. Please include three professional referees. Applications must be submitted through the link provided. Emailed applications will not be accepted.

## Contact for Enquiries

Contact Name: Leonarda Patterson

Contact Email: [info@maxumise.com](mailto:info@maxumise.com)

Further Contact Information: Maxumise Office Ph: 3303137 | 7733137

**Closing Date:** 04 May 2025