

Position Description

Vacancy Title: **Communications Specialist**

Location: **Suva, Fiji**

Reports To: **Chief Executive Officer (v 3.00)**

Objective

The Communications Specialist is responsible for leading and managing TTFB internal and external communications and public relations as well as elevating TTFB's profile and effective relationships with all stakeholders. The role is responsible for developing and implementing an effective communication strategy to ensure the success of the transformational programme that is currently being undertaken by TTFB. The role reports to the CEO.

Outcomes

Organisational Stakeholders

1. Strategic communication with stakeholders is effective and 'on message'

- Robust communications strategy that supports TTFB's strategic plan objectives developed, implemented and refined for effectiveness
 - A corporate Communications Plan is produced and clearly communicated to all staff involved in its implementation
 - As required, TTFB staff are provided with capacity building achieve the expected results from the Communications Plan
 - Key messages and talking points established and consistently communicated to stakeholders and across all media (radio, print media, social media, television etc.)
- Effective communication policies and protocols developed, implemented and continuously refined
- Communications plans to support new projects, products and services established
- Strategic communication requirements for executive, including executive interview coordination, formulation of presentations, press statements, interview talking points and speeches effectively addressed and managed
 - Training programmes for TTFB senior staff increase their communication skills and capabilities in line with TTFB's communications strategies designed and implemented
- Crisis-management communications plans established and effectively implemented
- Wide-spread positive media coverage of TTFB achieved
- Significant increase in stakeholder from all levels interest in partnering with TTFB
- Visibility of TTFB transformed corporate profile as well as its executives optimised
- Communications budget prepared, monitored and managed effectively
- Robust risk management/mitigation planning ensured

2. Relationship management and advocacy

- Strategic partners/stakeholders identified and stakeholder engagement plans developed and implemented
 - Including villages, Tikina, provincial organisations as well as larger institutions
- The TTFB website and associated social media are user friendly, relevant to stakeholders and up to date
- Apps designed by TTFB Programmes Unit are reviewed and cleared as user friendly and fit to purpose
- Effective and relevant communication pathways and mediums (e.g. talanoa sessions) for TTFB's different stakeholders identified and applied
- Relationship building between TTFB and media personnel/platforms ensured, including media houses, journalists, editors, reporters, producers, bloggers.
- Timely release of relevant and easily-understood information to internal, partners and external stakeholders ensured (press releases, public statements etc.)
- All feedback and recommendations from stakeholders are acknowledged appropriately referred internally
 - Stakeholder relationships are monitored with the aim of continuous improvement
- On-going communication ensured with all participants involved in communication flows

3. Project-based communications are supported and effective

- Appropriate communications plans for specific projects are developed and consultations accomplished
- Relevant advice provided on the development, implementation, communication and evaluation of TTFB's communication projects policies and standards
- TTFB's key target audiences consulted and gaps within communication flows identified
- Key advice provided on the development and review of communications services based on stakeholder analysis
- Corporate identity and style advice developed and implemented through Projects Teams and TTFB management
- Risks mitigation plans affecting communications identified and implemented as required

4. TTFB databases are fit to purpose and maintained

- Database is successfully designed, commissioned, fit to purpose and delivers value for money
- Database use and management policies and procedures are fully developed and ensure the database is accessible and appropriately maintained
- Database is populated accurately and in a timely fashion
 - Project plan is developed with timelines confirmed
- Database is maintained and up to date at all times
 - Data collection is relevant, orderly and complete
- Research and data officer support ensures deliverables are met
 - PMS administered in a robust and fair fashion
 - Training and development delivered as required
- TTFB records are accessible and up to date

5. Well-informed management

- Effective and timely strategic communications and external engagement advice and support provided to the Board, CEO and senior management
- Availability of quality and timely information for use by the CEO and Board ensured during external engagements
- Reporting for CEO and Board is timely, complete and provides actionable information and recommendations

6. Organisation Image and values promoted and demonstrated at all times

Product's Stakeholders

1. Public relations and advocacy

- PR protocols/procedures established and effectively implemented
 - Public relations and advocacy activities including but not limited to community consultation forums, staff newsletter, website updates, corporate presentations and speeches successfully initiated and/or coordinated
- All relevant media platforms effectively used to promote TTFB's transformational initiatives
- All media inquiries and interview requests appropriately addressed
- PR and communications quality and ethical standards maintained at all times
- Active resource owner networks are active under the TTF 'umbrella' at village, Tikina and provincial levels

Responsibilities - Key Competencies

Competence	Description
Business	
Strategic Development	Establish the strategic direction and steer the organisation towards its goals
Risk Management	Analyse and manage risk.
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Resource Management	Deliver results through the efficient and effective allocation and use of supplies , equipment and people.
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.
Information Analysis	Make informed decisions by collecting and interpreting data and information
Documentation	Communicate using formal business writing.
Communication	Exchange information through verbal communication
Customer	
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.
Quality Focus	Deliver quality.
Social and Cultural Awareness	Respond respectfully and effectively to people of different cultural and social backgrounds.
People	
Innovation	Use original and creative thinking to make improvements and/or develop and initiate new approaches.
Self-Management	Manage your priorities and objectives efficiently and effectively
Professional	
Technical Strength	Demonstrate knowledge of a specialist discipline.
Technology Application	Apply technology.

Qualifications

Qualification	Discipline	Notes
Preferred		

Qualification	Discipline	Notes
Degree	Media, communications, advocacy, public relations	
Desirable		
Higher Degree incl. Post Grad Cert or Dip	Media, communications, advocacy, public relations	

Work Knowledge and Experience

- Approximately 10 years successful work experience in similar roles
- Proven track record designing and executing successful communications strategy and public relations campaigns
- Proven experience in acting as a company spokesperson; comfortable and skilled in both broadcast and print media interviews
- Exceptional writing and editing skills
- Strong relationships with line ministries, private and public sector partners and business media outlets
- Proven ability and experience using all forms of social and online media to deliver messages and provide information to target audiences

Requirements

Language Proficiency

- Strong written and spoken English language proficiency
- Knowledge of iTaukei and Rotuman culture and language
- At least basic iTaukei and/or Rotuman language fluency

Other Required Requirements

- No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	All Staff	
	Senior Programme Specialist	
	Board of Directors	
	Management Team	
	Senior Specialist	
	Project Coordinators	
	Research and Data Officer	
External		
	Community	
	Donor Agencies	
	Educational Institutions	
	Government Ministries	
	iTaukei Institutions	
	Provincial Councils - Rotuma Council	
	Media	
	Language and Cultural groups and agencies	
	Provincial Councils'	
	The Fiji Museum and other relevant museums	
	Research Organisations	

Type	Interaction	Comments
	Relevant tertiary insitutes	
	IT/database developers	
	Production Houses	

Attributes

Behavioural Styles

Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
Reliable	Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.
Innovative	Devises new and creative ways to do things comes up with original ideas.
Punctuality	Completes a required task or fulfills an obligation before or at a previously designated time

Interpersonal Styles

Objective	Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
Perceptive	Shows keen insight and understanding of issues or situations.
Realistic	Shows concern for facts and reality, rejecting the impractical.
Self-sufficient and assured	Readily copes with situations without recourse/need of others, showing confidence and belief in oneself and one's own abilities.

Thinking Styles

Analytic	Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
Decisive	Reaches conclusions, promptly and firmly.
Disciplined/Systematic	Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach.
Flexible/Adaptable	Readily accommodates changing circumstances, modifying own behaviour and/or views. Able to adjust easily to new conditions.
Holistic thinker	Considers issues/situations as a whole rather than analysing or dissecting the parts.

How To Apply

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Contact for Enquiries

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Further Contact Information: --

Closing Date: 31 Jan 2026