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## Position Description

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Vacancy Title: **Communications Support Officer (Local recruitment - Samoa nationals and permanent residents only)**

Location: **Vailima, Apia, Samoa**

### Objective

The Communications Support Officer coordinates outsourcing of SPREP resources and publications, assists with developing news media content and activities, and supports the successful outputs of the Communications and Outreach Unit, reports to Communications & Outreach Adviser.

### Outcomes

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#### Organisational Stakeholders

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##### 1. Web-based Outreach and Communications

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###### Jobholder is accountable for

- Contribute to the content development for the SPREP Website as in the SPREP Communications strategy.
- Guide SPREP staff in the development of content for the SPREP Website.
- Upload both text and images to the SPREP website on a timely basis.
- Effectively and swiftly proactively address all risks posed by content uploaded to the SPREP website and social media pages.

###### Jobholder is successful when

- New graphic design, and text, content is created for uploading to the SPREP website and social media pages each week.
  - Effective development of SPREP media articles is completed for successful uploading to the SPREP Website and social media pages.
  - Advice and support provided to staff on how best to create content for the SPREP website.
  - Positive feedback is provided from Members and Partners about the good quality and relevancy of content on the SPREP website.
  - Staff are aware of the website and content policies and procedures and comply with these.
  - Successful responses to any risk posed by content uploaded to the SPREP website and social media pages are advised, implemented and acted upon quickly with a brief report provided for our records.
  - Advice, assistance, and support is provided on staff process of approvals for content uploaded to official SPREP platforms.
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##### 2. Outsourcing SPREP Resources and Publications Development

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###### Jobholder is accountable for

- Facilitate the outsourcing of production of all SPREP publications, audio visuals and public awareness products.
- Provide professional and technical assistance on editing and publications issues where necessary
- Coordinate the translation of all official publications and productions, as and when required.

###### Jobholder is successful when

- SPREP staff equipped with all information needed to begin their publication process.
  - Contributions and advice provided to SPREP staff on the best process available for their specific publication to be completed.
  - All outsourced work is procured for SPREP staff in compliance with the SPREP Procurement Manual.
  - SPREP Business cards are ordered for staff on a regular basis.
  - The SPREP Publication filing and record keeping is up to date and accessible to the SPREP Communications Outreach Unit and SPREP staff.
  - All SPREP products have been edited in accordance with the SPREP style guide and developed in line with the SPREP publications and visibility guide.
  - SPREP Publications are developed and uploaded in both French and English, as and when requested. SPREP Publications are developed and uploaded in any of the SPREP Member vernaculars, as and when requested.
  - Staff queries are responded to in a timeline manner on relevant guidance and support for SPREP publications.
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##### 3. Storage and Distribution of Publications

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###### Jobholder is accountable for

- Work in partnership with Knowledge Management (KM) to ensure all SPREP produced materials are stored and distributed within and from the KM, and to ensure that all necessary SPREP products contain the necessary publications information (ISBN - International Standard Book Number and CIP - Cataloguing in Publication)

###### Jobholder is successful when

- All SPREP publications (audio visual, printed and otherwise) are correctly referenced, catalogued with and available through the KM.
  - All SPREP materials developed are stored and catalogued internally for future use and amendment.
  - The SPREP publications are prepared according to international standards, in particular, with the necessary publication information.
  - Distribution of materials is to be incorporated into the publications outsourcing and advice provided.
  - Guidance and advice provided to SPREP staff on the processes to be followed for SPREP publications to be archived and catalogued with KM.
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##### 4. Monitoring of SPREP web-based outreach, resources, publications and media profiling

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**Jobholder is accountable for**

- Ensure all materials developed are monitored, tracked and evaluated where relevant
- Strengthen and develop the contact base of communications service providers

**Jobholder is successful when**

- Responsible for ensuring the Publications monitoring sheet remains updated in the SPREP Communications and Outreach Publication logging system for annual reporting to partners and SPREP Members.
- Contribute to review of the publication process of key SPREP publications to guide future improvement.
- Effectively input into and maintain an communications service providers contact base for internal reference only.
- All media news articles developed are recorded in the Communications and Outreach M and E logging system for annual reporting to partners and SPREP Members.
- Contribute to, and maintain, the SPREP Media contact list for internal use only.
- Support and advice provided to SPREP staff and communications service providers when requested based upon the Communications and Outreach internal M and E system.

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**5. SPREP Outreach and Other Communications-related Functions**

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**Jobholder is accountable for**

- Provide support where required to ensure all functions of the SPREP Communications and Outreach Unit are met

**Jobholder is successful when**

- Effectively engage and support all communications and outreach activities and outputs, when and as required, for the Secretariat to successfully host annual meetings of Members.
- Provide input into the monitoring of plans and activities for profile raising inclusive of evaluation reviews to support annual reporting to SPREP Members and Partners.
- Contribute to the development and completion of the SPREP Annual Report.
- Financial disbursements and expenditures are completed in line with approved work plan and budget.
- All payments and other financial requirements of the project are completed on time.
- SPREP Travel Policy is adhered to when implementing travel for any of the Communications and Outreach Unit.
- Support is provided to all other areas of the Communications and Outreach team when, and as, required for successful implementation of all work to help achieve the SPREP Strategic Plan.

## Responsibilities - Key Competencies

Competence	Description
<b>Business</b>	
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Communication	Exchange information through verbal communication
<b>Customer</b>	
Quality Focus	Deliver quality.

## Qualifications

Qualification	Discipline	Notes
<b>Preferred</b>		
Bachelor Degree	Communications	

## Work Knowledge and Experience

At least 3 years experience in communications including outsourcing publications and communications services (New graduates with no work experience but have lots of energy to be creative and shows initiative are strongly encouraged to apply)

Excellent research and verbal communications skills with high command of spoken and written English including high level of presentation and inter-personal skills, media, publications, communications and networking with diverse stakeholders within a multi-disciplinary and multi-cultural team environment

Demonstrated knowledge and appreciation of the communication and outreach functions and its role in an organisation as well as general knowledge of accepted and emerging communication and outreach issues and challenges in the Pacific region

Excellent understanding and appreciation of team work and performance culture with a positive approach to continuous learning and development and to diverse opportunities and challenges within a multi-disciplinary and multi-cultural team environment

Good understanding and appreciation of teamwork and performance culture with a growth mindset and positive attitude to diverse opportunities and challenges

Demonstrated ability to work with integrity, maintain confidentiality and use discretion when handling sensitive information and shows initiative and ability to be creative and to think outside the box

## Requirements

### Regulatory Compliance Requirements

Fluency in English.. Excellent writing skills.

## Other Required Requirements

### Work Complexity

#### Most challenging duties typically undertaken:

- Outsourcing the development of SPREP resources and publications
- Content development and updating of SPREP website
- Monitoring all website and publications activity
- Actions required to ensure a successful SPREP Communications and Outreach Unit.

### Level of Delegation

#### *The position holder:*

- can seek funding opportunities for work programme activities

### 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

### Key Skills / Attributes / Job Specific Competencies

#### *The following levels would typically be expected for the 100% fully effective level:*

#### Expert level

- Working with many different partners to develop content for resources and profiling
- Working with youth, community groups and or schools to implement awareness and education activities
- Managing service providers (print, multi-media, graphic design)
- Ability to research and high level of fluency in English and excellent writing skills
- Excellent communications
- Ability to set priorities and manage time
- Problem solving
- Work across programmes/team

#### Advanced level

- Organisational skills
- Innovative profile raising activities (planning and implementation)
- Environmental issues in the Pacific islands region
- Emerging environmental issues and challenges

#### Working Knowledge

- Photograph skills, administrative organisational skills
- Microsoft excel and outlook
- Gender issues, child protection, inclusiveness and environment social safeguards

#### Awareness

- SPREP Strategic Plan
- SPREP Performance Implementation Plan and Results Framework
- SPREP Work Programmes
- SPREP style guide

## 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. Starting salary will be SAT\$37,206 per annum. This will be adjusted to SAT\$41,857 upon confirmation of probation. All positions have been evaluated to reflect the level of responsibilities and level of experience and qualifications required.

**Term:** Appointment is subject to a satisfactory medical examination including full vaccination against COVID-19, a clean police report, certified official documents including qualifications, 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.

**Retirement Age:** SPREP's retirement age is set at 65 years.

**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 SAT1,000.

**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 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 dependents are entitled to have all reasonable medical, dental and optical expenses met, under the terms and conditions of the existing SPREP Medical Insurance.

**Superannuation:** All staff are required to contribute to a Superannuation Fund. SPREP will pay the Samoa minimum legal requirement of basic salary to the Samoa National Provident Fund.

**Overtime:** Locally recruited staff at Band 8 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. For project positions, upon successful completion of the project.

### **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:**

'Dependent' means the spouse and financially dependent children 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.

## Interactions

Type	Interaction	Comments
<b>Internal</b>		
	Communications and Outreach Adviser	
	Executive and Management	
	Programme staff	
	Corporate Services staff	
<b>External</b>		
	Printing companies	
	Graphic artists	
	Other service providers	

## Attributes

### Behavioural Styles

Detail oriented Attends to the small elements of a task/activity, ensuring completeness and accuracy.

Innovative Devises new and creative ways to do things comes up with original ideas.

### Interpersonal Styles

Objective Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.

Team Oriented Enjoys being with others as part of a group or team.

### Thinking Styles

Well organised Controls tasks in a well thought out and critical manner.

## How To Apply

Please submit your application online via the following link: <https://jobs.hrmonise.com/details/4645/sprep/communications-support-officer>

## Contact for Enquiries

Contact Name: Shinae Sosene-Feagai

Contact Email: [recruitment@sprep.org](mailto:recruitment@sprep.org)

Further Contact Information: (685) 21929 ext 233

**Closing Date:** 15 May 2026