

## Position Description

Vacancy Title: **Sustainable Tourism Programme Support Associate**

Location:

Reports To: **None**

### Objective

The Sustainable Tourism Programme Support Associate was responsible for providing operational, administrative, coordination, and stakeholder support to the Sustainable Tourism Division to ensure the effective delivery of sustainable tourism programmes, projects, stakeholder engagement activities, reporting obligations, and divisional priorities across SPTO member countries.

### Outcomes

#### Organisational Stakeholders

##### 1. Programme and Project Support

- Programme implementation activities were coordinated in support of Sustainable Tourism Division priorities
- Project schedules, activity tracking, and implementation milestones were monitored and maintained
- Programme documentation, records, and reporting files were maintained accurately
- Support was provided for donor-funded and internally funded tourism projects
- Project correspondence and communication activities were coordinated in a timely manner
- Basic project monitoring information and updates were compiled for management review

##### 2. Stakeholder Coordination and Engagement

- Communication support was provided to member countries, development partners, consultants, and tourism stakeholders
- Stakeholder meetings, workshops, and consultations were coordinated effectively
- Follow-up actions arising from meetings and project activities were monitored and progressed
- Stakeholder enquiries were responded to professionally and within agreed timeframes
- Working relationships with internal and external stakeholders were maintained positively
- Administrative coordination support was provided during regional tourism events and engagements

##### 3. Administrative and Operational Support

- Administrative support services were delivered to support divisional operations
- Travel, logistics, accommodation, and workshop arrangements were coordinated accurately
- Procurement and payment processing documentation were prepared and submitted on time
- Divisional filing systems, databases, and shared records were maintained securely
- Meeting minutes, briefing notes, and correspondence were prepared as required
- Office coordination support was provided to ensure operational continuity

##### 4. Reporting and Information Management

- Programme reports and activity updates were compiled and formatted for review
- Data collection and information management activities were coordinated accurately
- Records relating to programme delivery, monitoring, and stakeholder engagement were maintained
- Reporting templates and tracking tools were updated regularly
- Information requested by management and project stakeholders was provided within required timeframes
- Confidential information was managed appropriately and securely

##### 5. Communication and Coordination Support

- Internal coordination activities across SPTO divisions were supported effectively
- Communication materials and programme information were prepared and distributed
- Online meeting coordination and virtual engagement support were provided
- Support was provided for preparation of presentations, briefing materials, and workshop documentation
- Professional communication standards were maintained across all interactions
- Divisional priorities and deadlines were supported proactively

### Responsibilities - Key Competencies

Competence	Description
<b>Customer</b>	
Quality Focus	Deliver quality.
Organisational Values	Display the organisation's image and value standards.

Competence	Description
Social and Cultural Awareness	Respond respectfully and effectively to people of different cultural and social backgrounds.

#### People

Team Orientation	Work in a team towards a common aim.
Self-Management	Manage your priorities and objectives efficiently and effectively

### Qualifications

Qualification	Discipline	Notes
<b>Preferred</b>		
Diploma	Business Administration , Business Development/ Tourism	Diploma or Degree in Tourism, Business Administration, Project Management, International Development, Communications, or related discipline

### Work Knowledge and Experience

- Minimum 2 years' experience in programme support, administration, project coordination, or stakeholder engagement
- Understanding of sustainable tourism principles and regional development priorities
- Experience supporting workshops, projects, or regional activities
- Experience working with multiple stakeholders and coordinating competing priorities Exposure to tourism, development, or regional organisations would be advantageous
- Understanding of project coordination and administrative processes
- Understanding of stakeholder engagement and communication practices
- Basic understanding of reporting and programme monitoring requirements

### Requirements

#### Other Required Requirements

- Organisation: South Pacific Tourism Organisation (SPTO)
- Division: Sustainable Tourism
- Reports To: Manager Sustainable Tourism
- Role Level: Associate (Tier 4)
- Employment Term: Fixed Term Contract

### Interactions

Type	Interaction	Comments
<b>Internal</b>		
	<ul style="list-style-type: none"> <li>Sustainable Tourism Officer</li> <li>Manager Sustainable Tourism</li> <li>Executive Support Division</li> <li>Finance and Administration Team</li> <li>SPTO Management and Staff</li> </ul>	
<b>External</b>		
	<ul style="list-style-type: none"> <li>SPTO Member Countries</li> <li>Tourism Industry Stakeholders</li> <li>Development Partners</li> <li>Consultants and Service Providers</li> <li>Regional Organisations</li> <li>Workshop and Event Participants</li> </ul>	

### Attributes

#### Behavioural Styles

Accepting/compliant	Shows a willingness to go along with things and a compliance with expectations.
Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
Energetic	Constantly active and driven to put in effort. Works hard to promote an enterprise.

#### 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.
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

Abstract/conceptual thinker	Creates abstract or generic ideas generalised from particular instances.
-----------------------------	--

Concrete thinker      Focuses on the tangible experiences of actual things or events.  
Well organised      Controls tasks in a well thought out and critical manner.

## How To Apply

--

## Contact for Enquiries

Contact Name: Elizabeth Cama

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

Further Contact Information:--

**Closing Date: 31 May 2026**