



Pacific
Community
Communauté
du Pacifique

- **Noumea, New Caledonia or Suva, Fiji based position**
- **Attractive expatriate package**
- **Join the principal development organisation in the region**

*The Pacific Community (SPC) invites applications for the position of **ICT Change and Adoption Specialist** within its Operations Management Directorate. This position will be located at the headquarters in Noumea, New Caledonia or its regional office in Suva, Fiji.*

Description

The **Pacific Community (SPC)** is the principal scientific and technical organisation in the Pacific region, supporting development since 1947. We are an international development organisation owned and governed by our 27 country and territory members. In pursuit of sustainable development to benefit Pacific people, our organisation works across more than 25 sectors. We are known for our knowledge and innovation in such areas as fisheries science, public health, geoscience, and conservation of plant genetic resources for food and agriculture.

The **Operations and Management Directorate (OMD)** provides corporate services to all SPC Divisions and Programmes. It consists of three key departments: Finance, Human Resources and Information Services. OMD is focused on improving the effectiveness of systems, policies and management to provide high-quality customer-oriented services.

The role – **ICT Change and Adoption Specialist** will play a pivotal role in facilitating the smooth transition of employees through technological changes and ensuring successful adoption of technology implemented within SPC. The successful candidate will also serve as an expert in the areas of training and user adoption within ICT project teams including assessing technical training needs of SPC staff, develop and deliver training plans, and content that can be delivered either via a Learning Management System (LMS) platform or in person to improve the adoption and effective use of ICT Systems across the organisation.

The key responsibilities of the role include:

Develop and implement comprehensive change management strategies to support the adoption of new and existing ICT systems and technologies

- Collaborate with cross-functional teams and divisions to assess change impact, define objectives and develop appropriate change management interventions.
- Conduct impact assessments to understand implications of ICT changes on various divisions and stakeholders and develop strategies to increase change adoption.

Design and delivery of training and development programs for SPC learners

- Design and deliver engaging training programs (in person, self-paced or virtual) tailored to different levels of the organization, including executives, managers, and end-users.
- Identify and engage external providers for the design and delivery (in person, self-paced or virtual) of specialized training as required by the business.
- Provide hands-on support and coaching to employees to empower learners to effectively use new and existing ICT tools and systems.

Provide leadership and build strong relationships with key stakeholders across the organization to obtain support for ICT initiatives and promote adoption

- Act as a liaison between various ICT teams, divisions, end-users and vendors to ensure alignment of learning goals and objectives for trainings materials designed and developed.
- Solicit feedback from stakeholders to continuously improve change management processes and training methodologies.

Drive continuous improvement initiatives by staying abreast of emerging technologies and industry best practices related to ICT change management and adoption

- Monitor and evaluate the effectiveness of change management initiatives, adjusting strategies as needed to ensure successful adoption.
- Champion a culture of continuous learning and innovation within the organization.

Compliance with SPC's legal obligations, policies and procedures

- Develop training material in line with SPC requirements.
- Ensure adherence to any change management implementations to all SPC's policies.
- Work with stakeholders to understand and implement adoption strategies that are aligned to SPC's policies.

For a more detailed account of the key responsibilities, please **refer to the online job description**.

Key selection criteria

Qualifications

- A bachelor's degree in training, teaching, and / or computer science or information technology or related field, or equivalent vocational certificates and work experience that is relevant and recent.

Technical expertise

- Minimum of 8 years' experience in organizational change management role.
- At least 5 years in design and development of adult learning materials for different learning styles.
- Experience in developing content for Online Learning Management Systems (LMS).
- Experience working with Learning Management Systems (LMS).
- Experience working in an international, multicultural organization.
- Experience working in the Pacific.
- Experience developing and delivering training for Microsoft Tools (M365, SharePoint etc.).
- Expected to travel as and when required.

Language skills

- Excellent English communication skills (oral and written).

Interpersonal skills and cultural awareness

- Ability to work in a multicultural, inclusive and equitable environment.

Salary, terms and conditions

Contract Duration – Until 1 October 2027 – subject to renewal depending on funding and performance.

Remuneration – The **ICT Change and Adoption Specialist** is a band 10 position in SPC's 2024 salary scale,

For Noumea – a starting salary range of 3,568–4,364 SDR (special drawing rights) per month, which currently converts to approximately XPF 527,770–645,547 (USD 4,745–5,804; EUR 4,423–5,409).

For Suva – a starting salary range of 2,575–3,218 SDR (special drawing rights) per month, which currently converts to approximately FJD 7,672–9,591 (USD 3,424–4,280; EUR 3,191–3,989).

An offer of appointment for an initial contract will normally be made in the lower half of this range, with due consideration given to experience and qualifications. Progression within the salary scale will be based on annual performance reviews. Remuneration of expatriate SPC staff members is not subject to income tax in Fiji; Fiji nationals employed by SPC in Fiji will be subject to income tax. SPC salaries are not presently subject to income tax in New Caledonia.

Benefits for international employees – SPC provides a housing allowance (or subsidised housing in Noumea). Establishment and repatriation grant, removal expenses, airfares, home leave travel, health and life and disability insurances and education allowances are available for eligible employees and their eligible dependents. Employees are entitled to 25 working days of annual leave per annum and other types of leave, and access to SPC's Provident Fund (contributing 8% of salary, to which SPC adds a 10% contribution).

Languages – SPC's working languages are English and French.

Recruitment principles – SPC's recruitment is based on merit and fairness, and candidates are competing in a selection process that is fair, transparent and non-discriminatory. SPC is an **equal-opportunity employer**, and is committed to cultural and gender diversity, including bilingualism, and will seek to attract and appoint candidates who respect these values. Due attention is given to gender equity and the maintenance of strong representation from Pacific Island professionals. If two interviewed candidates are ranked equal by the selection panel, preference will be given to the **Pacific Islander**. Applicants will be assured of complete confidentiality in line with SPC's Privacy Policy.

Application procedure

Closing Date: 22 September 2024 at 11:59pm (Fiji time)

Job Reference: CR000265

Applicants must apply online at <http://careers.spc.int/>

Hard copies of applications will not be accepted.

For your application to be considered, you must provide us with:

- an updated resume with contact details for three professional referees
- a cover letter detailing your skills, experience and interest in this position
- responses to all screening questions

Your application will be considered incomplete and will not be reviewed at shortlisting stage if all the above documents are not provided. Applicants should not attach copies of qualifications or letters of reference. Please ensure your documents are in Microsoft Word or Adobe PDF format.

For international staff in Fiji, only one foreign national per family can be employed with an entity operating in Fiji at any one given time. SPC may assist on a case-by-case basis with submissions to Fiji Ministry of Foreign Affairs for their consideration and final approval. SPC cannot and does not make any guarantee whatsoever of approval for such applications to Fiji Ministry of Foreign Affairs and where an application is approved, the spouse or partner will be subject to such terms and conditions as may be set from time to time by the Ministry.

SPC does not charge a fee to consider your application and will never ask for your banking or financial information during the recruitment process.

Screening Questions (maximum of 2,000 characters per question):

1. Can you describe a time when you designed and delivered a training program tailored to different levels within an organization. Give examples of how you used the appropriate methods to ensure the training was engaging and effective?
2. Can you provide an example of a successful change management strategy you developed for a new ICT system?
3. Can you provide details of your experience in working with stakeholders to achieve high adoption rates for an ICT initiative/implementation. Can you give an example of how you addressed any resistance or feedback?