PACIFIC ISLANDS FORUM SECRETARIAT

Applicant Information Package

PROPERTY SERVICES OFFICER

April 2022
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About the Pacific Islands Forum Secretariat

Founded in 1971, the Pacific Islands Forum is the region’s political and economic policy organisation.

The work of the Pacific Islands Forum Secretariat (PIFS) is guided by the Framework for Pacific Regionalism (FPR), endorsed by Forum Leaders in 2014, which embraces, their Vision for:

\[
\text{A region of peace, harmony, security, social inclusion and prosperity, so that all Pacific people can lead free, healthy, and productive lives: and calls for;}
\]

\[
\text{The expression of a common sense of identity and purpose, leading progressively to the sharing of institutions, resources, and markets, with the purpose of complimenting national efforts, overcoming common constraints, and embracing sustainable and inclusive development within Pacific countries and territories and for the Pacific region as-a-whole.}
\]

The FPR is underpinned by the Blue Pacific narrative, endorsed by Forum Leaders in Samoa in 2017, which calls for a long-term regional commitment to act as one “Blue Continent” as the means to achieve its development aspirations. The Leaders ambition is for the Blue Pacific to serve as the platform to reinforce and inspire the region in its shared stewardship of the Pacific Ocean, and to reaffirm the connections of Pacific peoples across the vast oceanic continent, with its natural resources and environment, biodiverse ecosystems, cultures and, livelihoods and prospects.

For more information about PIFS visit www.forumsec.org.

About Corporate Services

The policy work of the Secretariat is divided into 3 broad divisions, Policy, Governance & Engagement, Programmes & Initiatives, which depicts the different stages of the regional public policy cycle. Supporting these teams is Operations.

The objective of the Operations team is to provide an environment that enables the delivery of Key Results required of the organisation. This is done through high quality advice and support in the areas of Finance, Human Resources, Information Services, Property, Travel, Legal and Procurement.

About the Position

The Property Services Officer’s role is to manage the areas of property services to provide efficient property management for the Forum Secretariat, including assisting with support for conferences and events held within the Secretariat.

General Capabilities

The Forum Secretariat has undergone an organisational restructure, with a view to achieve greater consistency across the organisation in the way workforce capability is developed, and capability gaps are identified and addressed. As such, PIFS has produced a Capability Framework (CF) that provides a common platform to clarify performance expectations and job behaviours required for roles at various levels. Details of each CF Competency may be different for the position’s Band Level.
CORE CAPABILITIES:

<table>
<thead>
<tr>
<th>Skill</th>
<th>Description</th>
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<tbody>
<tr>
<td>Planning &amp; Prioritising</td>
<td>“Developing and committing to personal, team, KRA and organization wide plans”</td>
</tr>
<tr>
<td>Communicating with Purpose and Effect</td>
<td>“Clear communication while knowing your target audience and the outcomes you are seeking”</td>
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<tr>
<td>Leading and Collaborating</td>
<td>“Actively leads self, others and organization to establish a positive and productive organization culture”</td>
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<tr>
<td>Applying Critical Thinking</td>
<td>“Gathering, organizing and analyzing information for effective decision making”</td>
</tr>
<tr>
<td>Developing and Strengthening Relationships</td>
<td>“Working cooperatively and establishing, developing and maintaining business relationships”</td>
</tr>
<tr>
<td>Delivering Value</td>
<td>“Deliver Outcomes that meet agreed quality and timeliness measures”</td>
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SUPPLEMENTARY CAPABILITIES:

Supplementary Capabilities required include: building for the future, promoting effective workplace practices, managing and coordinating projects as well as using systems, tools and technology.

Position Accountabilities

The Property Services Officer reports to the Team Leader Finance & Administration and manages the work of the Property Services team to advance respective activities and outputs.

A brief description of the Property Services Officer responsibilities includes:

1. Property and Asset Maintenance

Assist the Team Leader – Finance (TL – FA) in ensuring the responsibilities of the Secretariat with respect to the property are effectively and efficiently carried out including (but not limited to):

- Preparing and implementing annual maintenance work plan for the Secretariat’s property;
  - Preparing and implementing a Campus Development Plan, and a Property Portfolio Risk and Mitigation Plan
  - Maintaining the property in accordance with the maintenance and development programmes including carrying out regular maintenance checks
  - Undertake unforeseen maintenance and repairs to the property that may arise from time to time
  - Maintaining the gardens in accordance with the landscaping programme.
- Ensuring the offices and facilities are clean and safe to appropriate standards
- Ensuring the office and facilities are well utilised through appropriate consultation and planning
• Developing and monitoring appropriate insurance arrangements for the buildings, vehicles, equipment and other assets
• Providing appropriate security arrangements to protect the staff and assets of the Secretariat
• Maintaining appropriate records and security of the liquor stock, including ensuring that the liquor stock is appropriately stored in accordance with best practice.

2. Landlord Responsibilities
Support the Team Leader ensuring that the responsibilities of the Secretariat as a landlord are effectively and efficiently carried out including (but not limited to):
• Maintaining the houses in accordance with the appropriate standards and in accordance with the maintenance programme
• Ensuring that rental agreements are signed, and bonds collected before tenants move in
• Ensuring that utilities (electricity, gas, telephone and water) are connected prior to the arrival of the tenant and that final readings are taken prior to the bond being returned
• Ensuring that the rental is reviewed annually against the market rates
• Ensure that emergency maintenance work is carried out efficiently and effectively and in a timely manner.

3. Conferences and Functions
• Liaise with conference and function organisers and ensure the facilities are prepared in accordance with the organisers requirements in a timely manner
• Be ready to respond to organisers’ requests as they arise.

4. Vehicle Management
• Oversee PIFS fleet management, including staff supervision
• Ensure that all vehicle permits, and statutory requirements are adhered to, including maintenance and servicing of vehicles and asset management.

5. Occupational Health & Safety
• Ensuring that the Secretariat provides a safe and healthy work environment
• Ensuring that Secretariat meets OHS best practice
• Recommending and implementing improvements to OHS practices, including maintenance of workplace buildings and structures
• Ensuring that there is a well-functioning OHS committee conducting well-documented meetings.

6. Continuous Improvement
• Continually monitoring and improving systems, methods, efficiency and the quality of services provided to ensure stakeholder expectations are met or exceeded and the required level of service is achieved.

7. Team Financial performance
• Assist TL – FA prepare property services’ annual budget and work programme and monitoring of expenditure vs. budget
• Supervise property services staff to ensure work programmes and targets are achieved and boost team morale
• Provide TL – FA with feedback on staff performance for property services roles, including groundsmen and housekeeping
• Budget outcomes are achieved.

Note: The above performance requirements are provided as a guide only. The precise performance measures for this job will need further discussion between the jobholder and supervisor as part of the performance development process.

**Position complexities**

Most challenging duties typically undertaken:

- Managing conflicting priorities and diverse demands
- Negotiating with contractors and trade persons
- Liaising with staff and management of the Forum Secretariat and facilitating service delivery to meet their expectations
- Reviewing and drafting policies, procedures and plans.

**Qualifications and experience required for the role**

This section is designed to capture the expertise required for the role at the 100% fully effective level. This may be a combination of knowledge/experience, qualifications or equivalent level of learning through experience or key skills, attributes or job specific competencies:

- A degree in facility/asset management or similar (formal qualifications in project management or post-graduate qualifications would be desirable) and/or at least 15 years’ experience in coordinating and supervising property services support roles within a medium to large organisation
- Substantial supervisory skills would be an advantage
- A wide-ranging knowledge of all facets of property management, maintenance and development
- A working knowledge of all relevant legislation including property and asset management, fleet management, and OHS
- Experience in working in a cross-cultural environment

*Other Desirable Skills/Knowledge:*

- Problem-solving and analytical skills with a good eye for detail
- Planning and organizational skills
- Supervisory skills
- Good communication and interpersonal skills

**Functional relationships & Relationship skills**

The role will need to liaise with many stakeholders, key contacts and typical nature of their relations are:

**External:**

- Insurance providers
- Suppliers
- Contractors
- Trades vendors
- Conference Centre Users
- Giving/receiving information, explaining things, liaising, facilitating, influencing and persuading and resolving minor conflicts and negotiating competitive products/services.
Internal:

- Senior Management
- Director Operations & Team Leader – FAMPT
- All Staff

- Courtesy, giving/receiving information, explaining things, advising, gaining cooperation, facilitating, influencing and persuading, identifying issues, resolving conflicts, meditating, negotiating.

Direct Reports

The role has supervisory responsibilities up to nine direct reports.

Level of Delegation

The position holder has no financial delegations.

Additional Information

- PIFS advocates for No-Smoking in the workplace
- Incumbent is physically fit and able to travel frequently
- A current passport valid at least 6 months

Change of Position description

This position description may be subject to change from time to time in response to the changing nature of our work environment – including technological requirements or statutory changes. Such change may be initiated as required.

This Position Description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.

Summary of Conditions, Benefits & Entitlements

The Forum Secretariat is part of the participating agencies of the Council of Regional Organisations of the Pacific (CROP) that have agreed through their governing councils to standardise employment conditions. Outlined in this section are the conditions, benefits & entitlements that accrue to the position of Property Services Officer.

Contract Term

- **Principle**: To ensure recruitment and retention of the best person for the position.
- **Practice**: The successful candidate will be entitled to a contract term subject to satisfactory medical examination and performance during a six-month probation period.

Working hours

- **Principle**: To ensure that the minimum legal standard is met.
- **Practice**: Normal working hours are 37 hours per week with the official office hours being:

  Monday – Thursday: 8:30am – 5:00pm
  Friday: 8:30am – 4:30pm.
Salary

- **Principle:** To ensure relative worth of similar positions across CROP agencies is maintained and consistent with the market, a sample of positions across participating CROP agencies are validated and sized to ensure equivalent salaries are paid for equivalent jobs. Salaries for all Secretariat positions that are advertised internationally, are assessed annually compared to the reference markets which are the median of the Australian and New Zealand Public Service Sectors and the Fiji All Organisations market.
- **Practice:** This position is placed at Band 9, is denominated in Special Drawing Rights (SDR) and paid in Fiji Dollars according to the average SDR/Fiji exchange rate for the preceding month. The starting salary will be in the range of SDR 27,494 to SDR 30,931 per annum. At the 1 April 2022 exchange rate this salary range was equivalent to FJD82,391 to FJD91,784. For non-Fijian nationals, this salary may be tax-free.

Superannuation

- **Principle:** To provide the minimum legal requirement of the host country.
- **Practice:** This entitlement amounts to the minimum Employer Contribution rate as provided in the Fiji National Provident Fund Act (currently 10%), which will be paid as a cash supplement to salary or to a nominated superannuation fund. For Fiji citizens this will be paid to the Fiji National Provident Fund.

Housing

- **Principle:** To ensure that staff have access to a reasonable standard of housing appropriate to their position.
- **Practice:** Rental assistance equating to 75% of suitable standard accommodation is paid to incumbents of positions that have been advertised internationally. Maximum rates are reviewed annually. The maximum rental assistance payable is FJD3,000 per month or FJD36,000 per annum in Suva. The assistance for overseas locations will be set following a review of the rental housing market.

Education

- **Principle:** To enable staff to have their dependent children educated to a recognised and acceptable standard.
- **Practice:** 75% of actual costs of fees for tuition, board and sanctioned tutorials are reimbursed up to a maximum of FJD21,855 per child per annum (in Suva) and up to a maximum of FJD65,565 per family per annum.

Recruitment & Repatriation Entitlements

- **Principle:** To meet costs of travel, accommodation and for moving personal effects of staff and dependents to enable a move to the base station on recruitment and back to recognised home on repatriation.
- **Practice:** Airfares, packing and removal costs for staff, spouse and dependent children between point of recruitment and Suva will be facilitated and paid by the Secretariat. Hotel accommodation for 6 working days is provided for staff on arrival and on repatriation. Reasonable removal expenses (packing, insuring, shipping and unpacking) from place of recruitment and on end of contract. A 20-foot container is the family entitlement for this purpose.
Establishment Grant
- **Principle:** To assist with settling in expenses.
- **Practice:** A grant equivalent to SDR 2,500 will be given to staff recruited from outside the greater Suva area.

Health/Life Insurance
- **Principle:** To provide standard health insurance.
- **Practice:** Health insurance covering local medical consultation, pharmaceutical benefits and overseas medical treatment (subject to certain conditions) and term life insurance equivalent to three times the base salary is provided for staff.

Annual Leave
- **Principle:** To provide for recuperation and recreation.
- **Practice:** The entitlement for annual leave is 25 working days per annum.

Sick Leave
- **Principle:** To provide for leave for illness or accident.
- **Practice:** The allocation for sick leave is 21 days per annum.

School Holiday Travel
- **Principle:** To enable parent-child reunion.
- **Practice:** One economy class return airfare per annum for a dependent child to visit their parent at the base station or one economy class return airfare for a staff member or spouse to visit their dependent child studying overseas.

Home Leave Travel
- **Principle:** To enable staff to maintain contact with their home environment.
- **Practice:** After having completed 18 months of service, expatriate staff members are entitled to home leave airfares provided they return for the remaining time of their contracts. The entitlement is for reimbursement of one economy class return flight between Suva and the place of normal residence for the staff member, spouse and dependent children.

Repatriation Grant
- **Principle:** To assist staff from outside the base station settle back in their home location.
- **Practice:** A grant equivalent to SDR 2,500 will be given on repatriation.

Tax Status
- **Practice:** Remuneration is taxable for Fiji nationals and may be tax-free in Fiji for non-Fiji nationals. It is the responsibility of the applicant to check the tax status of Pacific Islands Forum Secretariat salary in their relevant country.
- **Principle:** To meet the minimum legal requirements as agreed through the Establishment Agreement between the organisation and the host government.

Other Benefits
- Other benefits include family leave, maternity leave and special leave at the Secretary General’s discretion.
The closing date for applications is **24 June 2022**. Applications should contain full information on education and career background. Applicants must also provide the names, addresses (postal & e-mail), fax and telephone numbers of three employment referees.

Interested applicants are encouraged to apply through our website: [www.forumsec.org](http://www.forumsec.org) where an information package containing the job description and remuneration details is also available.

General Information on the Pacific Islands Forum Secretariat is available on the website.