



## JOB DESCRIPTION – PIDC SECRETARIAT

<b>JOB TITLE:</b>	Research Assistant	<b>AREA:</b>	Administration
<b>REPORTS TO:</b>	Office Manager	<b>LAST REVIEWED:</b>	August 2017
<b>EMPLOYMENT TERM:</b>	3 years	<b>SALARY BAND:</b>	Band 5

### BACKGROUND:

The Pacific Immigration Directors' Conference (PIDC) represents the interests of 19 member countries in the Pacific region<sup>1</sup>. The heads of Immigration across the membership of the PIDC share a vision where PIDC is the preeminent organisation in the region facilitating capacity and capability development, and effective regional cooperation in managing and securing the Pacific gateways, thus contributing to regional security, economic growth, sustainable development and good governance.

The PIDC's strategic objectives are:

1. To improve the management of international people movements;
2. To strengthen border management and security; and
3. To work together to build capacity to deliver immigration services.

The constitutional arrangements of the PIDC require that it is supported by a permanent Secretariat.

### JOB LOCATION:

The permanent PIDC Secretariat location is Apia, Samoa.

### PURPOSE:

The purpose of this role is to provide research and administrative support to the Office Manager and management employees and ensure that deliverables effectively and efficiently meet deadlines and expectations.

The role's key performance requirements together with corresponding success measures are broadly described below:

### KEY RELATIONSHIPS:

External	Internal
<ul style="list-style-type: none"><li>• PIDC members and regional organisations</li><li>• Other external stakeholders and working partners</li></ul>	<ul style="list-style-type: none"><li>• Office Manager</li><li>• Deputy Head of Secretariat</li><li>• Head of Secretariat</li></ul>

### KEY ACCOUNTABILITIES:

The statements in this section are intended to describe the general nature and level of work. It is not necessarily an exhaustive list of responsibilities. Due to the size of the office, it is expected that all staff will understand the need and provide support and services in the absence of any other staff member.

<sup>1</sup> **Pacific Immigration Directors' Conference Member Administrations:**

Australia, Cook Islands, Federated State of Micronesia, Fiji, French Polynesia, Kiribati, Marshall Islands, Nauru, New Caledonia, New Zealand, Niue, Palau, Papua New Guinea, Samoa, Solomon Islands, Tonga, Tuvalu, Vanuatu and Wallis & Futuna

Responsibility	Expected Outcomes
<p><b>Administrative Services and Support</b></p> <ul style="list-style-type: none"> <li>• Provide support and assistance to the Office Manager in the management of the Head of Secretariat and Deputy Head of Secretariats offices and schedules</li> <li>• Coordinate work flow to ensure relevant deadlines are tracked and met</li> <li>• Conduct research to support the work of the Programme</li> <li>• Prepare correspondence and reports for review</li> <li>• Handle electronic documents</li> <li>• Handle information requests from members and higher officers and officials</li> <li>• Schedule appointments and meetings</li> <li>• Manage all telephone calls and route as necessary</li> <li>• Other duties as assigned</li> </ul>	<ul style="list-style-type: none"> <li>• Programme schedules and deadlines are met</li> <li>• Short turnover time for requests</li> </ul>
<p><b>Record Keeping</b></p> <ul style="list-style-type: none"> <li>• Ensure the Programme files are up-to- date, secured and easily accessible and that relevant records and files are kept confidential at all times</li> </ul>	<ul style="list-style-type: none"> <li>• Filing system is up-to-date and easily accessible</li> </ul>
<p><b>Research</b></p> <ul style="list-style-type: none"> <li>• Conducting research on various immigration related issues as required,</li> <li>• Assist in the distribution and collection of questionnaires</li> <li>• Data entry and analysis of information received from the questionnaires</li> <li>• Act as a focal point for questionnaire</li> <li>• Writing reports on information gathered</li> </ul>	<ul style="list-style-type: none"> <li>• Timely distribution and collection of questionnaires</li> <li>• Data entry completed and analysed for questionnaires</li> <li>• Reports are circulated amongst staff for comments and edits</li> </ul>
<p><b>Organisational Commitment and Health &amp; Safety</b></p> <ul style="list-style-type: none"> <li>• Model the standards of integrity and conduct expected in the PIDC</li> <li>• Active contribution to the maintenance of a safe and healthy work environment</li> </ul>	<ul style="list-style-type: none"> <li>• PIDC’s vision, mission, values and services are promoted building commitment to the organisation</li> <li>• Adherence given to the PIDC Code of Conduct and Equal Employment Opportunities (EEO) principles</li> <li>• Compliance with all legislative requirements</li> <li>• Willingness to undertake any duty required within the context of the position</li> <li>• PIDC health and safety policies and procedures are understood and followed</li> <li>• Identified hazards are efficiently and effectively addressed</li> <li>• Participation in health and safety audits of work is proactive</li> <li>• An understanding of emergency and evacuation procedures is demonstrated</li> </ul>

**ORGANISATIONAL CONTEXT:**

Head of Secretariat	Tier 1
Deputy Head of Secretariat	Tier 2
Office Manager	Tier 3
This role	Tier 4

**KEY RESULTS AREA:**

The role of the Research Assistant encompasses the following major functions or key results area:

- Administrative Services and Support
- Record Keeping
- Research
- Organisational Commitment and Health & Safety

This is a position of trust and you will become aware of sensitive, confidential and private information that must not be disclosed to others – either internally or externally.

**AUTHORITIES:**

Delegations/Contractual - Initial investigation only – Procurement of quotations only

Staff - nil

Financial - nil

**PERSON SPECIFICATION:**

To be successful in this position you will be very organised with a strong personal drive and integrity. You will have some financial records management, accounting and travel organisation.

Mandatory	Desirable
<b>Formal Qualifications</b>	
<ul style="list-style-type: none"> <li>• A relevant tertiary qualification in relevant discipline</li> </ul>	<ul style="list-style-type: none"> <li>• A recognised tertiary qualification</li> </ul>
<b>Knowledge and Experience</b>	
<ul style="list-style-type: none"> <li>• Some experience office administration and record keeping</li> <li>• Experience in research and report writing</li> </ul>	<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills including high level of presentation and inter- personal skills, with excellent word processing, computer and administrative skills</li> <li>• Experience in working in a multi-cultural environment focused on continuous improvement to enhance organisational performance and value to members</li> </ul>
<b>Skills</b>	
<ul style="list-style-type: none"> <li>• Excellent communication skills, both written and verbal in English</li> </ul>	<ul style="list-style-type: none"> <li>• Self-management skills (organisation and time management)</li> </ul>

<ul style="list-style-type: none"> <li>• Excellent interpersonal skills</li> <li>• Computer literacy with at least intermediate level MS Word and Excel</li> <li>• Ability to work well within a team</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrated experience in policy advisory work, monitoring and evaluation, proposal and report writing including financial management and analysis experience</li> </ul>
<b>Attributes</b>	
<ul style="list-style-type: none"> <li>• Positive 'can do' attitude</li> <li>• Professional</li> <li>• Trustworthy with strong moral ethics</li> <li>• Common sense, practical and results focused approach</li> </ul>	<ul style="list-style-type: none"> <li>• Resilient, agile and self-motivated</li> <li>• Cultural and gender sensitivity</li> <li>• Exceptional Customer Service commitment</li> <li>• Ability to work effectively in a multidisciplinary, cross-cultural environment</li> </ul>