



Position Description

Position: Administration and Communication Manager

Reports to: Head of Corporate Services

Date: April 2022

Nature and scope

The Pacific Aviation Safety Office ("PASO") is established under the Pacific Islands Civil Aviation Safety and Security Treaty (PICASST) as an International Organisation to carry out the following objectives:-

- to meet the requirements of the member States in the provision of aviation safety and security regulatory oversight services, in accordance with PICASST;
- to undertake the purpose of the organisation in a manner which is cost effective and sustainable in the long term;
- to utilise coordinated and collaborative business and inspection methods to minimise the costs of safety and security oversight to participating States and the aviation industry;
- to support the aviation industry in participating States by the provision of timely advice and guidance in matters of aviation safety and security; and
- to promote an internationally recognised standard of aviation safety and security excellence, based on ICAO Standards and Recommended Practices (SARPS), within the Pacific Islands region.

The mission of the Pacific Aviation Safety Office (PASO) is to establish a collaborative and regionally based aviation safety and security oversight programme for the benefit of stakeholders and the region. In pursuing this mission, PASO has committed itself "to provide for continuous improvement in the quality of aviation safety and security oversight services to comply with international standards, required under the PICASST and ICAO Conventions"

In achieving this mission, PASO will adhere to the following core values:

- Accountability
- Diligence
- Fairness
- Integrity
- Transparency

Purpose of the role

Reporting to the Head of Corporate Services, the Administration and Communication Manager is responsible in ensuring that PASO maintains its high standards of corporate governance and administrative requirements, and that meetings are organised in accordance with PASO's requirements.

The Administration and Communication Manager provide administration support and guidance to the General Manager and the Head of Corporate Services and will act as the first point of contact for correspondence with the General Manager and the Head of Corporate Services to manage the discussion and content with the management team around high performing areas of PASO and areas that require improvement.

The role is also responsible in providing secretarial support to the Council, preparing the organisation's Annual Business Plan, Annual Report, and Quarterly Reporting as well as developing and delivering marketing and communication and stakeholder engagement strategies and plans to actively support and contribute to key business outcomes.

Key relationships

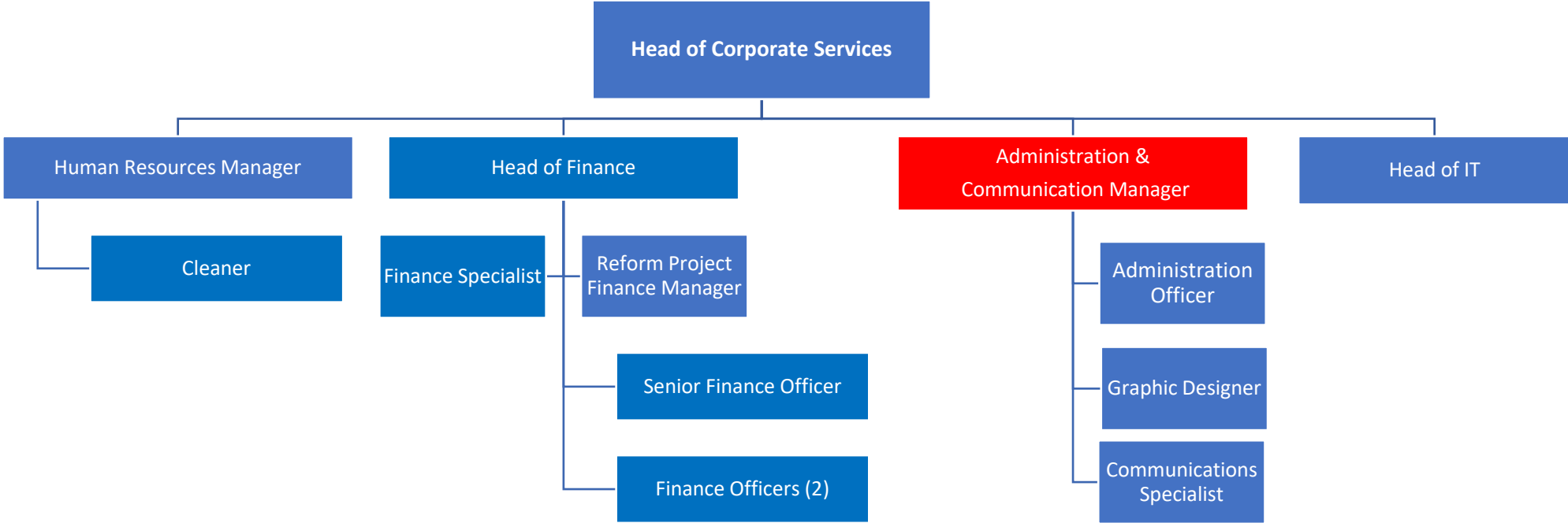
External

Council Chairman
Council Members
Consultants and Contractors
Government of Vanuatu Officials
Other Regional Civil Aviation Authorities
Media
Other stakeholders

Internal

Head of Corporate Services
General Manager
Corporate Service Group Managers
Senior Management Team
Port Vila based staff

Organisation structure



Key responsibilities

Council Secretarial Support

The Administration and Communication Manager is responsible for providing secretarial and administrative support to the Chair and Council and for the provision of Corporate and Finance Sub Committees.

Key tasks

- Prepare Council Meeting agendas; prepare and manage the production of papers.
- Work closely with the Head of Departments, ensure all Agenda items are called for and meeting papers circulated within agreed time frames.
- Record accurate and complete minutes of the Council proceedings and decisions.
- Provide draft minutes to the Department Heads in a timely manner for approval and endorsement by the General Manager and Council Chair.
- Circulate the draft minutes to all members for their feedback.
- Maintain Council Members' database
- Organise meeting venue, travel, accommodation, and other logistics for Council meetings.
- Manage and maintain all resolutions and key outcomes from all meetings.

Administration and Management Support

The Administration and Communication Manager is responsible for providing secretarial and administrative support to the General Manager, the Head of Corporate Services, and the Senior Management Team.

Key tasks

- Act as first point of contact for the General Manager and the Head of Corporate Services, screening calls and correspondence, and directing to the appropriate person.
- Proactively manage the Head of Corporate Services and General Manager's time and availability.
- Provide the General Manager and Head of Corporate Services all necessary files, documents, and materials for meetings in a timely manner.
- Finalize and coordinate meeting agendas for the Head of Corporate Services and the General Manager.
- Arrange travel and accommodation for all Staff as required, working closely with the Head of Corporate Services where appropriate.
- Manage expense claims on behalf of the Head of Corporate Services.
- File all Corporate Services team reports, correspondence etc., as required.
- Prepare documents, files and presentations as required.
- Provide ad-hoc administrative support to the Senior Management Team and other managers within the Corporate Services Group as agreed with the Head of Corporate Services. This may include (but is not limited to) preparing letters and documents, data entry, scanning, photocopying, filing, and reporting.

- Provide mentoring and peer review of the work carried out by the Administration Officer and assess their performance.
- Conduct training needs analysis of the Administration Officer and recommend training appropriate for the role

Annual Report, Annual Business Plan and Quarterly Reporting

The Administration and Communication Manager will also be tasked to contribute to communication messaging and initiatives of the Annual Report, Business Plan and Quarterly Reports.

Key Task

- Produce the business highlights of the year
- Managing the discussion and analysis of the content of all materials
- Consult and actively engage with all relevant stakeholders and develop key messages and the story.
- Stay on top of the key strategic issues within PASO and update material as required.
- Finalize the structure and content and design.
- Manage the discussion and analysis of the content.
- Write, contribute, shape, key communication messaging for internal and external consumption.
- Any other duty as required.

Communication Management

The Administration and Communication Manager is responsible for developing and delivering marketing and communication and stakeholder engagement strategies and plans to actively support and contribute to key business outcomes.

Key Tasks

- Develop and implement effective Communication and Marketing Strategy and Plans, services and products that support and contribute to key business outcomes.
- Develop and implement effective Stakeholder Engagement Strategy and Plans.
- Ensure all internal communications are effectively managed and aligned with the strategic priorities and culture
- Ensure all public communications are well planned, high quality and achieve the communications plans and strategies
- Use evaluation tools to monitor stakeholder feedback and gain insights. Apply these findings to enhance marketing and communication plans and strategies.
- Proactively provide expert communications advice and support for issues management and crisis management.
- Assist in monitoring political developments which may impact on PASO, taking into account the need for a prompt response to minimise any potential damage or loss of reputation.
- Provide advice and input to high level and strategic PASO documents, stakeholder, and corporate communications

Publications and Media Management

- Ensure all media communications align with agreed key messages and outcomes and have been appropriately approved.
- Monitor media coverage and profile of PASO.
- Support PASO to articulate and develop its brand and reputation by designing marketing initiatives, including campaigns (print and digital), social media and event management.
- Regularly review media policy and ensure all PASO spokespeople understand the policy and are properly skilled in dealing with the media, press, radio, television, and social media.
- Proactively look for opportunities to enhance PASO's reputation with stakeholders and the public, including leading a proactive approach to good news stories.
- Work with the IT team to ensure the security of PASO website, and meets key stakeholder requirements and strategic needs
- Identify, and ensure the implementation of, agreed improvements to the website
- Provide editorial oversight of all publications, and other communications materials as required
- Liaise regularly with other teams to ensure their pages on the website remain relevant and up-to-date
- Proactively identify opportunities to further the aims of PASO through the internet, taking advantage of these opportunities in a timely manner.

Wellbeing, Health and Safety

- Display commitment to all safety and wellbeing initiatives
- Ensures own safety and others safety, at all times
- Comply with safety and wellbeing policies and procedures

Competency Framework

Personal specification

Professional/Technical Skills and Knowledge

- Advanced knowledge of Microsoft Office suite – Word, Excel, and PowerPoint.
- A proven record to produce high quality, fit-for purpose reporting for senior managers
- A proven ability to manage confidential information
- Experience providing strong administrative support to a senior manager is essential.
- Experience liaising with external agencies and stakeholder representatives at the highest level
- Strong attention to detail and well-rounded analytic skills
- Has experience preparing oral or written papers or submissions.
- Proven media relations experience
- An ability to work effectively in a team environment and contribute and enhance organizational achievements
- Proven experience in developing and implementing communications strategies
- Significant experience in the development and implementation of stakeholder engagement strategies
- Knowledge of and/or experience in the aviation sector would be an advantage.
- Keeps abreast of trends and issues across the aviation sector and related areas (both in Pacific and overseas), knows when and where to go and get knowledge and expertise

Desired Experience

- At providing senior level executive officer or secretarial support including managing high level meetings and reporting
- In business or organizational performance management (establishing and monitoring organizational KPIs)
- At producing key accountable documents such as Annual Reports or Business Plans for public consumption

Execution	Relationships	Personal Qualities
<p>Analysis and Decision Making Undertakes thorough analysis through accurately defining problem or identifying outcome; sees the 'whole' and the complexity of connections; gathers all relevant information and applies sound, analytical techniques; develops a course of action taking into account factual information and/or logical assumptions, resources, potential risks and opportunities; makes timely, sound decisions.</p>	<p>Building Relationships Builds, maintains, and uses effective working relationships, internal and external to the organisation, to facilitate the successful achievement of projects, assignments, and objectives.</p>	<p>Adaptability/Personal Effectiveness Displays energy, optimism, and resilience; ensures effective performance when faced with ambiguity, changing environments and demands.</p>
<p>Information Management Stores and manages information systems to enable the efficient and effective use of information.</p>	<p>Communication Expresses and conveys information effectively to other people. This includes speaking, writing, and listening. This covers formal and informal situations.</p>	<p>Health and Safety Awareness Promotes a culture where health and safety are seen as integral to success. Is aware of and takes into account conditions that affect own and others' health and safety.</p>
<p>Planning and Organising Plans and manages activities and projects for self and others; organises tasks to make best use of time and resources, and focuses attention on key objectives</p>	<p>Knowledge Transfer Facilitates the improved performance of others by giving advice and guidance.</p>	<p>Innovation and Creativity Looks for opportunities to improve personal and the organisation's performance, rethinking how to approach work. Develops and actively encourages other to develop creative and practical ideas. Contributes to an environment where creativity and innovation can flourish.</p>
<p>Stakeholder Focus Focuses attention on meeting the needs of stakeholders (internal and external) ensuring their satisfaction.</p>	<p>Personal Leadership Builds trust with others; models behaviour consistent with the organisation's Values and future; inspires and motivates others.</p>	<p>Integrity Acts in a manner that conveys the principles important to the organisation, including impartiality, fairness, honesty, openness, sound business ethics and respect for others. Demonstrates high standards of ethical behaviour.</p>

	<p>Persuasiveness Uses appropriate interpersonal styles and communication methods to gain acceptance of an idea, plan, or process; effectively influences others over whom one has no positional authority (peers, colleagues, those external to the organisation); adapts one's own behaviour to accommodate circumstances and individuals involved.</p>	<p>Learning Acquires, understands, and applies new job-related information knowledge and skills in a timely manner. Able to learn from experiences and other people and apply in practice.</p>
		<p>Self-Awareness Recognises own emotions and feelings and their effects; recognises the impact of own behaviour on others; acts professionally at all times.</p>
		<p>Commitment to Excellence Sets high personal and professional standards for self and others; assumes responsibility and accountability for the successful completion of projects, assignments, or tasks. Consistently gives careful attention to all the detailed aspects of a role, shows a high concern for accuracy.</p>