



**PACIFIC TOURISM
ORGANISATION**

JOB DESCRIPTION - Sustainable Tourism Officer

SPTO General Info

Established in 1983 as the Tourism Council of the South Pacific, the Pacific Tourism Organisation (SPTO) is the mandated organisation representing Tourism in the region.

Its 21 Government members are American Samoa, Cook Islands, Federated States of Micronesia, Fiji, French Polynesia, Kiribati, Nauru, Republic of Marshall Islands, New Caledonia, Niue, Papua New Guinea, Rapa Nui, Samoa, Solomon Islands, Timor Leste, Tokelau, Tonga, Tuvalu, Vanuatu, Wallis & Futuna and the People's Republic of China. In addition to government members, the Pacific Tourism Organisation has about 145 private sector members.

Objective

The Sustainable Tourism Officer is required to support the planning, implementation and documentation of sustainable tourism strategies/policies and projects to support the work of National Tourism Offices and SPTO private sector members. The role reports to the Manager Sustainable Tourism.

JOB TITLE:	Sustainable Tourism Officer	AREA:	Sustainable Tourism
REPORTS TO:	Manager Sustainable Tourism	LAST REVIEWED:	2022
EMPLOYMENT TERM:	3 years		

KEY RELATIONSHIPS:

External	Internal
<ul style="list-style-type: none">• SPTO Members• Partner Agencies• NTOs• Stakeholders• Donors	<ul style="list-style-type: none">• Manager Sustainable Tourism• Core Divisions

KEY ACCOUNTABILITIES:

Objective	Expected Outcomes
<p>1. Sustainable Tourism Strategic Management & Leadership</p> <ul style="list-style-type: none"> • Coordinate the development of the Sustainable Tourism annual work plan and budget as guided by the SPTO Strategic Plan and Pacific Sustainable Tourism Policy Framework • Support leadership of Sustainable Tourism division, programs and projects to ensure continuous improvement 	<ul style="list-style-type: none"> • Sustainable Tourism annual work plan and budget developed in alignment with the SPTO Strategic Plan and Pacific Sustainable Tourism Policy Framework • SPTO’s institutional competence is improved to respond to regional and global issues on sustainable tourism • SPTO is recognized for its professional integrity and leadership in Sustainable Tourism
<p>2. Sustainable Tourism operational management and leadership</p> <ul style="list-style-type: none"> • Develop and execute work plan to achieve role-specific objectives ensuring donor priorities and initiatives are considered • Develop sustainable tourism policies and strategies with well evaluated options to aid decision making • Develop and implement effective monitoring and evaluation mechanisms and reports • Provide relevant, timely and data-supported sustainable tourism planning, research, policy and development support • Provide effective project design, development, and implementation • Adhere to all relevant internal and external controls and standard operating procedures • Design, implement and continuously refine resource documents/ templates/ databases/ guides developed • Identify and planning to ensure effective delivery of sustainable tourism projects • Provide timely, accurate and relevant reports/papers/policies/interventions etc. to senior management for decision making purposes 	<ul style="list-style-type: none"> • Sustainable Tourism annual work plan outcomes are achieved on time and within budget, in synergy with other SPTO divisions • SPTO risks and obligations are known, mitigated and well managed
<p>3. SPTO Member and Tourism Stakeholder Engagement</p> <ul style="list-style-type: none"> • Develop annual partnership engagement and resource mobilisation work plan in consultation with Manager Sustainable Tourism and relevant parties • Collaborate with internal stakeholders to ensure relevant media outreach outcomes are achieved 	<ul style="list-style-type: none"> • Greater engagement and participation of SPTO members and Tourism stakeholders • Increased visibility of SPTO’s role in sustainable tourism • Increased support from partners to achieve Sustainable Tourism outcomes

Objective	Expected Outcomes
<ul style="list-style-type: none"> • Collaborate with SPTO members and Tourism stakeholders to implement Sustainable Tourism annual work plan • Prepare donor funding proposals and reports • Plan and support regional dialogues/ forums/ conferences as required • Identify and secure opportunities for partnerships and funding 	
<p>4. Teamwork and Cooperation</p> <ul style="list-style-type: none"> • Adhere to occupational health and safety (OHS) policies and procedures • Work collaboratively to achieve the set targets and goals within the division and wider SPTO team • Encourage team members to uphold image and value standards • Support staff engagement in the SPTO Corporate Sustainability Programme 	<ul style="list-style-type: none"> • SPTO is recognized for its professional integrity and leadership in Sustainable Tourism • High performing Sustainable Tourism division

ORGANISATIONAL CONTEXT:

Chief Executive Officer	Tier 1
Manager	Tier 2
Officer – This role	Tier 3
Assistant	Tier 4



PACIFIC TOURISM ORGANISATION

Responsibilities - Critical Competencies

Competence

Description

Business

Strategic Development	Predict issues and formulate potential courses of action to develop and achieve the organisational goals.
Change Management	Communicate change assisting others to understand and adapt to change.
Planning	Develop a detailed work plan to achieve specified objectives.
Information Analysis	Investigate topic by sourcing, analysing, investigating and interpreting data.
Documentation	Present information in a report that explores the links between the issues and draws conclusions.
Communication	Communicate by conveying key issues and points through structured questioning and listening.

Customer

Customer Commitment	Seek, act upon, and follow through on customer feedback regarding products or services provided.
Promotion	Promote products/services by demonstrating the benefits of these to the customer
Commercial Focus	Analyse the cost aspects of a work area / project and determine its commercial viability
Relationship Building	Build long-term relationships working as a trusted advisor.
Quality Focus	Monitor/audit quality standards: provide guidance and direction to staff on quality standards.
Social and Cultural Awareness	Use knowledge of cultures and social differences to provide services sensitive to the individual.

People

Competence

Description

Team Orientation	Promote team morale and build commitment towards a common aim.
Problem Solving	Identify the important issues and select an established procedure to address the problem
Innovation	Analyse and propose alternatives to improve activities and results for a work area.
Learning	Inspire others/team to achieve their best with timely developmental and constructive feedback, encouragement and guidance.

Professional

Technical Strength	Analyse a problem and develop the solution using standard procedures and methods – technical specialist.
Global Environment	Develop organisational responses to imposed changes in the economic environment that will impact on the business e.g. changes in Government policies, regional agreements.
Research	Review results from research, reporting and drawing conclusions.

Qualifications

Qualification Discipline

Preferred

Degree Business Development/ Tourism/Economics/Sustainable Development

Work Knowledge and Experience

- Minimum of 3-5 years in sustainable tourism development work
- Proven experience in sustainable tourism development work in the Pacific
- Demonstrated excellent communication (verbal and written) and interpersonal skills
- Computer literacy including at least an intermediate level of skill in MS Word and Excel
- Proven ability to establish and maintain relationships and partnerships with a wide range of internal and external stakeholders with the view to building strong relationships
- Research and project management experience, desirable

Qualification Discipline

- Proven ability to work effectively in a multi-disciplinary, cross-cultural environment

Requirements

Language Proficiency

Excellent command of both written and spoken English

Regulatory Compliance Requirements

Police Clearance

Medical clearance from a certified GP

Attributes

Behavioural Styles

Detail oriented

Attends to the small elements of a task/activity, ensuring completeness and accuracy.

Achiever

Puts in effort to achieve a desired result or goal and is motivated by this end and the overall accomplishment.

Punctuality

Completes a required task or fulfils an obligation before or at a previously designated time

Integrity

Adherence to moral and ethical principles; soundness of moral character; honesty.

Interpersonal Styles

Self Sufficient and Assured

Readily copes with situations without recourse/need of others, showing confidence and belief in oneself and one's own abilities

Team Oriented

Enjoys being with others as part of a group or team.

Forthright

Speaks out frankly without hesitation, showing a direct manner.

Qualification Discipline

Realistic

Shows concern for facts and reality, rejecting the impractical.

Thinking Styles

Analytic

Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.

Flexible / Adaptable

Readily accommodates changing circumstances, modifying own behaviour and/or views. Able to adjust easily to new conditions

Disciplined/Systematic

Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach.

Initiative

Takes action and makes decisions without the help or advice of other people.