



ANNEX 3: Information Coordination Officer JD

JOB DESCRIPTION – PIDC SECRETARIAT

JOB TITLE:	Information Coordination Officer	AREA:	Information Sharing
REPORTS TO:	Head of Secretariat	LAST REVIEWED:	31 March 2023
EMPLOYMENT TERM:	2 years	SALARY BAND:	Band 6 (27,305-41,981)

BACKGROUND:

The Pacific Immigration Development Community Secretariat (PIDC) represents the interests of 21 member countries in the Pacific region¹. 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 enhance national immigration border to contribute to international security.
2. Facilitate cross boarder travel to support social and economic development
3. Collaborate to create effective national immigration agencies.

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. The successful applicant must be able to obtain a visa to work in Samoa.

PURPOSE:

The purpose of this role is to collect, compile, assess and disseminate information important to PIDC and its membership for operational and strategic immigration assessment purposes. The position will actively support the Head of Secretariat and Deputy Head of Secretariat in his/her role of effectively and efficiently managing the coordination of immigration intelligence as well as working with PIDC members to identify opportunities for information sharing and collaborative effort within available resources.

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">• PIDC members• Staff of Regional Law Enforcement Organisations (Oceania Customs Organisation, Pacific Chief of Police and Pacific Transnational Crime Coordination Centre)	<ul style="list-style-type: none">• Head of Secretariat• Deputy Head of Secretariat• Finance & Corporate Manager• PIDC Secretariat Staff• PIDC Members• PIDC Board Members• PIDC National Contact Point• PIDC Information Sharing Working Group

<ul style="list-style-type: none"> • Other law enforcement external stakeholders and working partners • Joint Interagency Task Force West (JIATF- 	
---	--

KEY ACCOUNTABILITIES:

The Information Coordination Officer is responsible for assisting the PIDC Secretariat to strengthen information and intelligence sharing between Members by:

- a) supporting the provision of intelligence and information sharing products and services;
- b) coordinating and building Members capacity to use APAN and PIDC Enforcement Data Collection Tool(PEDCT) supporting enquiries from the national contact points and the Profiling Group;
- c) supporting engagement with Pacific Transnational Crime Network, Oceania Customs Organisation; Pacific Transnational Crime Coordination Centre and Pacific Chief of Police
- d) Strengthening PIDC Secretariat enforcement databases.

Responsibility	Expected Outcome
Information Exchange and Coordination <ul style="list-style-type: none"> a) Support information exchange amongst members and provide a monitoring/evaluation function. b) Support Secretariat administration & coordination of National Contact Point network. c) Support the administration, uploading, and circulation of information and communication on All Partners Network (APAN). d) Monitor and report on the use of the All-Partners Access Network (APAN) system and regularly update the PIDC Asia Pacific Australian Network membership site. e) Support ongoing APAN and PIDC Enforcement Data Collection Tool training for National Contact Points. f) Support the coordination of members “requests for information” and information alert circulation in the PIDC membership g) Support enforcement research for the collection, analysis and development of PIDC information and intelligence products (Alerts, monthly intelligence reports & Request for Information) for Members and partner law enforcement stakeholders. h) Support the administration and monitoring of the PIDC Profiling Group Communication Platform to ensure the update of PIDC Intelligence and Profiling database. i) Support the development of an annual trend analysis report of the PIDC Intelligence and profiling database. 	<ul style="list-style-type: none"> a) Information is timely, appropriate, and relevant and adds value. b) Members feel informed and part of a wider intelligence network receiving information on a timely basis and working on project ideas in collaboration with PIDC. c) Alerts acted on by members and intelligence bulletin supports Members’ frontline, compliance and investigation operations. d) Increase in information exchange and technical expertise amongst PIDC Members in the use of the All-Partners Network system. e) Trend analysis maps out common regional migration trends f) Members request are attended to efficiently and on time. g) Research analysis report and intelligence products are accurate and submitted on time to members and other partner law enforcement h) Profiling Group are well informed of any update and database are accurate i) PIDC Intelligence annual trend analysis reports are submitted on time when required.

<p>j) Support engagement with regional law enforcement partner organisations including Pacific Transnational Crimes Network, Pacific Fusion Centre and Oceania Customs Organisation.</p> <p>Research and Website design</p> <p>a) Preparing information papers for Head of Secretariat for Board Meetings, Regional Workshops and Annual Conferences.</p> <p>b) Analysis of information through networks on the illegal movement of people within the region.</p> <p>c) Supporting the development of the PIDC on People Smuggling, Human Trafficking and Illegal Migration report based on Annual Collection Plan results</p> <p>d) Providing content for speeches by Board members and PIDC representatives</p> <p>e) Provide content and preparing PowerPoint slides for presentations</p> <p>f) Provide training to the PIDC Secretariat on Website administration.</p> <p>g) Uploading and update all relevant information in the PIDC Website on regular basis, for example, board and conference meeting papers, newsletter publications, vacancy announcements, PIDC events and photos in PIDC Website.</p> <p>h) Reviewing and upgrading the design and content of the website</p> <p>Organisational Commitment, Capacity Building, Health and Safety</p> <ul style="list-style-type: none"> • Role model & maintain the standards of integrity and conduct expected in the PIDC in relation to PIDC policies and procedures. • Contribute to the maintenance of a safe and healthy work environment. • Support the co-ordination and delivery of capacity building programmes for staff. 	<p>j) Network and relationship with other enforcement agencies are strengthened at all times.</p> <p>a) Board Reports are submitted on time to the HOS</p> <p>b) Ten countries will submit information to the Intel Bulletin which are normally circulated electronically to Members</p> <p>c) Produce country by country analysis by year end of the Research Publication on People Smuggling</p> <p>d) Attract all 21 countries to respond to the Annual collection survey each year</p> <p>e) Increase the number of countries to at least 10 who contribute articles to the newsletters</p> <p>f) Re-establish a regular measurement of hits on PIDC Website and increase website traffic</p> <p>g) All PIDC Staff will be informed of publications and research completed through a cooperative and communicative approach with colleagues.</p> <ul style="list-style-type: none"> • Adherence to the PIDC Code of Conduct principles and all legislative requirements. • PIDC health and safety policies and procedures are understood and followed. • An understanding of emergency and evacuation procedures is demonstrated. • Participation in health and safety audits of work is proactive. • Increased Secretariat staff engagement and commitment in PIDC activities and programmes. • PIDC's vision, mission, values and services are promoted building commitment to the organisation.
---	--

The statements in this section are intended to describe the general nature and level of work. 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.

The role of the Information Co-ordination Officer encompasses the following major functions or key results areas:

- **Information** collection, storage, analysis, sharing and co-ordination with Members and partner law enforcement stakeholder organisations
- **Organisational** Commitment and Health & Safety responsibilities

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. All PIDC policies must be adhered to at all times.

ROLE COMPLEXITY:

- Political awareness – as a regional organisation political awareness is key as a development in this area often has a significant impact on Immigration issues
- Cultural sensitivity – understanding/acknowledging cultural differences and ensuring a positive culture and harmonious work environment for all staff and visitors to the PIDC
- Diplomacy – PIDC has diplomatic status in Samoa and this status comes with responsibility
- Scope of responsibility – 21 member countries, Head of Secretariat, staff
- Financial Management – in accordance with PIDC regulations and as agreed with the Head of Secretariat
- Health & Safety – ensuring a safe and healthy work environment for all staff and visitors to the PIDC by adhering to all policies and procedures including emergency and evacuation

PERSONAL SPECIFICATION:

To be successful in this position you will need to be an articulate communicator, good customer relationship person, with a strong personal drive and integrity. You will need to have proven experience in research and analysis and be able to engage effectively with external organisations. Your strengths will also lie in developing relationships and being strongly results-focused.

Mandatory	Desirable
Formal Qualifications	
<ul style="list-style-type: none"> • The successful applicant will be expected to have a graduate qualification and have experience in raw data collection and analysis or in a research capacity. • You will also need to have demonstrated experience in an environment specializing in database administration. 	<ul style="list-style-type: none"> • Relevant Degree qualifications • Intelligence qualifications or certificate in Border Management or any related courses completed
Knowledge and Experience	
<ul style="list-style-type: none"> • Knowledge of migration and transnational crime issues • Experience in surveys, data analysis and report writing • Understanding of working in the Pacific region 	<ul style="list-style-type: none"> • Experience in working with Pacific Island governments • Excellent written and verbal communication skills including high level of presentation and interpersonal skills, with excellent computer and administrative skills • Knowledge on irregular migration and transnational crime issues in the Pacific
Skills	
<ul style="list-style-type: none"> • Excellent communication skills, both written and verbal in English • Computer literacy with a strong background in MS Word and Excel • Excellent interpersonal skills • Ability to work well within a team and independently • Self-management skills (organisation and time management) • Excellent relationship management skills 	<ul style="list-style-type: none"> • Self-management skills (organisation and time management) • Demonstrated experience in report writing and analysis.

Attributes	
<ul style="list-style-type: none"> • Trustworthy with strong moral ethics and sound judgement • Positive 'can do' attitude • Professional • Common sense, practical and results focused approach 	<ul style="list-style-type: none"> • Resilient, agile and self-motivated • Cultural and gender sensitivity • Exceptional Customer Service commitment • Ability to work effectively in a multidisciplinary, cross-cultural environment