



**CARIBBEAN COMMUNITY
SECRETARIAT**

DETAILS OF THE POST
INFORMATION MANAGEMENT OFFICER
PROJECT COORDINATING UNIT
ELEVENTH EUROPEAN DEVELOPMENT FUND (11TH EDF) PROJECT

Applications are invited from interested and suitably qualified nationals of Caribbean Community (CARICOM) Member States and Associate Members of the Caribbean Community to fill the abovementioned position in the Caribbean Community Secretariat with assigned duty station in Guyana.

2. FUNCTIONS OF THE POST

The CARICOM Single Market and Economy (CSME) is the flagship project of CARICOM integration. It seeks to broaden the economic space of individual Member States through the establishment of a single economic space to, inter alia, benefit from free movement, the sharing of resources as in production integration and from economies of scale so as to enhance global competitiveness. The CARICOM Secretariat has received funding from the European Union under the 9th, 10th and 11th EDF Caribbean Regional Indicative Programmes to advance the implementation of the CSME.

The 11th EDF *Strengthening the Framework for CARICOM Integration and Cooperation Process (SFCICP) Programme* builds on the 9th and 10th EDF programmes. The objectives are the consolidation of the CSME and improved capacity for evidence-based policy formulation. These objectives are to be pursued through the strengthening of the institutional infrastructure of the CSME, improving the arrangements for decision-making and implementation, and capacity building.

A knowledge management function has been introduced into the 11th EDF programme, motivated by the desire to generate and share relevant knowledge that contributes to the efficient and effective management of project implementation and thereby the enhancement of the realisation of the programme's intended outcomes—that is, to embed learning in the management of the programme. To facilitate this objective, a knowledge management strategy and action plan has been prepared. This development is consistent with the CARICOM Secretariat's vision of a Caribbean Community driven by knowledge.

In keeping with the foregoing, the Communication and Visibility Plan of the Action for the SFCICP programme, is designed to raise the awareness of key stakeholders and beneficiaries about the objectives and activities of the programme as well as the importance of the strategic partnership between the Caribbean and the EU. Communication and visibility measures will focus on highlighting the gains made under the partnership over the years, the objective and expectations of the 11th EDF, and the broader role and impact of the CARICOM-EU partnership on strengthening Caribbean resilience and economic integration in a digital age.

3. QUALIFICATIONS AND EXPERIENCE

Candidates must possess a Bachelor's Degree in Information Management, Information Systems or Information Technology, Communications or related fields, **plus** at least five (5) years of progressively responsible experience working with Information Management Systems/Databases and social media platforms; web management; content management; data visualization; online communications; or other related area is required. Additionally, this position requires at least three (3) years of relevant and equivalent level experience working in one or more of the following institutions:

- A digital information production organisation or information technology organisation.
- A private or public sector organisation.
- A regional or international institution.

The position also requires proficiency in web content management technologies, protocols and development tools, developing communication and knowledge products and the ability to work with various stakeholders in a multi-country development programme context.

The incumbent should possess specialised training and good working knowledge in:

- Content Management Systems
- Programming languages such as Java, Javascript and Visual Basic
- Web Site and Portal Management and Development
- Search Engine Optimisation (SEO) techniques.
- Microsoft SharePoint
- Managing social media platforms (Facebook, Twitter, etc.) and other related supporting applications, including their analytic platforms
- Research and data analysis
- Knowledge Management principles

Other Competencies Required area as follows:

- Strong communication and interpersonal skills.
- Strong organisational and programmatic skills.
- Understanding of media marketing and customer service principles.
- Ability to utilize project management principles.
- Ability to work without close supervision and to demonstrate a high level of drive and attention to detail.
- Ability to formulate solutions to identified problems.

4. DUTIES AND RESPONSIBILITIES

Key Result 1: Content Management Functions

Activities

- 1.1 **DEVELOPS, DOCUMENTS** and **DISSEMINATES** processes and guidelines for content management in relation to the CSME;
- 1.2 **REPURPOSES** and **PRESENTS**, in a variety of formats, content received from staff of the CARICOM Single Market and Trade (CSMT) Unit, Integrated Information Systems (IIS) Unit and other Programmes/Units of the Secretariat, to align with the requirements of the websites (in particular the CARICOM website), social media platforms and the SFCICP SharePoint site, uploading the content to agreed online sites;
- 1.3 **COLLABORATES** with the C&V Consultant to place communication products created under the Communications and Visibility Plan on the CARICOM website, social media platforms and the SFCICP SharePoint site;
- 1.4 **COLLABORATES** with the C&V Consultant and IIS personnel to (i) define requirements and maintain a consistent operational architecture for content and (ii) evaluate and make improvements to the look, feel, functionality and consistency of the CARICOM website and the social media platforms;
- 1.5 **CONTRIBUTES** to the development of a content management strategy for the Secretariat when such initiative is being undertaken;
- 1.6 **IMPLEMENTS** the Secretariat's applicable policies for appropriate use of content;
- 1.7 **MANAGES** information submission and content lifecycles of the CARICOM website, social media accounts and the SFCICP SharePoint site by identifying content types, assigning a lifespan, maintaining an archiving log and requesting regular archives;
- 1.8 **LIAISES** with personnel of the IIS Unit on hardware and software and web security issues, where necessary;
- 1.9 **IMPLEMENTS** search engine optimisation strategies for the CARICOM website and the SFCICP SharePoint site;
- 1.10 **PROVIDES** training on uploading, modifying and removing content from a website to staff implementing the 11th EDF SFCICP Programme;
- 1.11 **PRODUCES** visual information such as tables, graphs and other infographics in suitable format for reporting, conveying messages and storylines, and illustration purposes; and
- 1.12 **ANALYZES** and **PRODUCES** quarterly reports on the placement of knowledge/information/communication products and usage of the CARICOM website,

SFCICP SharePoint site and the Secretariat's social media tools, interpret impact on users and users' needs and act on feedback provided therein.

Key Result 2: Knowledge Management

Activities

- 2.1 **MAKES** improvements to the knowledge management online tool (i.e., the SFCICP SharePoint Site) to allow for more creative, efficient and effective ways to engage audience, access information, promote organisational learning and **FACILITATES** collaboration among programme staff;
- 2.2 **CREATES** a digital dashboard to provide relevant summary data on the implementation of the programme;
- 2.3 **REVIEWS** project and programme reports, in collaboration with the other PANCAP Coordinating Unit (PCU) Team members, to extract relevant data for populating the dashboard;
- 2.4 **ASSISTS** with the creation and management of an online community of project management professionals and online workgroups among staff of the Secretariat;
- 2.5 **ASSISTS** with the evaluation of the implementation of the SFCICP Knowledge Management Strategy and Action Plan by providing data analytics on the online sites, making inputs in the design of surveys, facilitating online questionnaires, et cetera;
- 2.6 **DEVELOPS** protocols for use of the SharePoint site and provide overall quality control of the site; and
- 2.7 **PROVIDES** technical support to the administrators and users of the SharePoint site.

In addition to the activities outlined above, the incumbent is expected to perform other related duties as assigned.

5. EMOLUMENTS AND BENEFITS

This is a S2 post. The salary range for this position is EC\$8,382.00 to EC\$10,657.00 per month.

6. SETTLEMENT GRANT

On assumption of duty in Guyana, the Officer shall be paid a settlement grant in respect of the staff member, his or her spouse and each eligible child or other approved dependent. The number of dependents eligible for Settlement Grant shall not exceed six (6) persons.

7. RECRUITMENT AND APPOINTMENT

Appointment may be on contract or on secondment from a Public Service or a statutory body of a Member State or approved regional organisation. It will be subject to such regulations, rules, orders and instructions as exist and as may be introduced from time to time in respect of service with the Secretariat.

An Officer recruited from outside the assigned duty station, on first appointment, will be provided economy class air passages by the most direct route for the Officer, spouse and children (provided they are below the age of eighteen (18) years, unmarried and dependent on the Officer) and for such other dependents not exceeding two as may be approved by the Secretary-General, provided that the number of children and other dependents does not exceed six (6) in all.

In addition to passages, the Officer will be granted the following transportation allowances:

- (i) ocean freight charges, including insurance, for shipping personal and household effects to Guyana, not exceeding 45.3 cubic meters, plus a motor car (if the Officer already owns one);
- (ii) the cost of transporting baggage, personal and household effects from the home of the Officer to the place of embarkation and from the port of disembarkation to the place of residence in Guyana; and
- (iii) the cost of packing and crating personal and household effects.

8. LEAVE

The officer will be eligible for the grant of vacation leave at the rate of twenty (20) working days a year and a leave grant after every twelve (12) months of service in respect of the officer, spouse and up to two (2) dependent children.

9. PRIVILEGES AND IMMUNITIES

The Officer will be granted the privileges and immunities extended to officials of the Caribbean Community in accordance with Article 8 of the Community's Headquarters Agreement with the Government of Guyana.

10. GROUP HEALTH AND LIFE AND ACCIDENT INSURANCE

Subject to your acceptance by the Secretariat's insurance carrier, Sagacor Life Inc., the Officer will be required to participate in the Secretariat's group health, life and accident insurance schemes. With respect to the health insurance, the Officer will contribute twenty-five per cent (25%) of the premium. The life and accident insurance scheme is non-contributory.

11. SUPERANNUATION

An officer on contract shall, subject to his/her services being satisfactory and having completed at least six (6) months of the contractual term of employment be eligible for the payment of a gratuity. The gratuity shall be at the rate of twenty per cent (20%) of the officer's basic salary, calculated for each day of completed service and shall be payable at the end of the officer's contractual period (including for this purpose any period of extension or approved leave). Where the appointment is on secondment, the Secretariat will pay to the officer's substantive employer, over the period of secondment, a contribution not exceeding twenty-five per cent (25%) of the pensionable salary normally payable to the officer by that employer so as to maintain the pensionable status of the officer in the substantive employment.

12. APPLICATIONS

Applications in English Language with full curriculum vitae details, including the email addresses of three (3) referees (at least two of whom must be familiar with the applicant's work), should be addressed to:

**Officer-in-Charge
Human Resource Management
Caribbean Community Secretariat
Turkeyen, Greater Georgetown, Guyana**

and sent via email to assistance@caricom.org - The title of the vacancy should be clearly identified in the subject line of the email.

13. The deadline for the submission of applications is **9 February 2024.**