

Name of Position Holder: VACANT	
Job Title	MANAGER COMMUNITY RELATIONS SERVICES DIVISION
Division	COMMUNITY RELATIONS SERVICES DIVISION
Reports to	DEPUTY CLERK OF THE LEGISLATIVE ASSEMBLY
Reporting positions	Principal Community Relations Officer, Senior Community Relations Officer, Community Relations Officer (X2)
Classification level	
Salary	\$85,729 pa
Main purpose of Role	Is responsible for the development of processes and metrics that support the achievement of the Organisation's business goals, coordinates and leads the implementation of services pertaining to the Community Relations Services Division, reports to the Deputy Clerk and advises the Office Management about Community Relation issues.
Key tasks	
Technical	
Leadership	<ol style="list-style-type: none"> 1. Formulates direction and strategy for the Division. 2. Manages and provides leadership on all Divisional operational functions. 3. Provides timely and appropriate advice on all Divisional matters to senior Management and Clerk. 4. Leads the development and direct the implementation of strategies and plans to assist in the continuous improvement of Assembly services.
Business planning, reporting and financial management	<ol style="list-style-type: none"> 1. Develops, implements, reviews and reports on yearly business Plans. 2. Prepares and monitors the Divisional budget and ensure best practice and costs savings are achieved. 3. Prepares submissions for additional funding and manages expenditure with OCLA guidelines. 4. Develops business reporting metrics for Divisional activity and ensure continued development of regular reports. 5. Actively participates in all management committees and senior management meetings.
Quality Assurance and customer satisfaction	<ol style="list-style-type: none"> 1. Develops and ensures the implementation of internal controls which maintain the OCLA reputation and quality of service to Parliament. 2. Foster external relations with stakeholders in the community, industry and other relevant bodies.

	<p>3. Oversees the provision of excellent and cohesive service delivery to customers, clients and stakeholders.</p> <p>4. Develops strategies to monitor and improve policies, procedures and customer service standards in all aspects of divisional operation.</p> <p>5. Ensures team provides quality service as per established standards.</p>
People management, development and teamwork	<p>1. Leads, develops and manages staff to provide a professional working environment that will ensure that staff meet and exceed parliament expectations.</p> <p>2. Builds and maintains an effective team by providing strong leadership, direction, mentoring and training.</p> <p>3. Builds communication and networks with all stakeholders, including the senior management team, ministerial representatives and service providers.</p> <p>4. Manages the performance of staff to required standards within OCLA guidelines including the successful resolution of staff discipline and grievance issues.</p>
Technical Responsibilities	<p>1. Develops, manages resources and leads the implementation of the Public Education and Outreach Strategy to identified relevant stakeholder groups.</p> <p>2. Leads the delivery of 'Taking Parliament to the People' initiative through the Public Education and Outreach Strategy.</p> <p>3. Liaises with the Ministry of Education, Sports and Culture on strengthening the delivery of educational activities on Parliament and its functions in schools.</p> <p>4. Develops Parliamentary education resources including information pamphlets, promotional materials and relevant educational materials for distribution and for loading onto the Parliamentary website.</p> <p>5. Maintain and develop electronic promotional materials such as video clips, production of Parliamentary documentaries using the available resources.</p> <p>6. Researches, collects and analyses feedback information to evaluate the quality and impact of educational programmes conducted.</p> <p>7. Develops and conducts awareness programmes on Parliament as an Institution in various available means.</p> <p>8. Acts as the Media Relations Officer for the Office of the Clerk.</p>
General Responsibilities	<p>1. Adheres to the Office's Equal Employment Opportunities policy in all activities, and actively promotes equality of opportunity wherever possible.</p> <p>2. Is responsible for own health and safety and that of colleagues.</p> <p>3. Undertakes other such other duties as may be reasonably expected.</p>
Performance Measures	*Manages budget expenditure within allocation *Manages Community Relations Services Division

	business planning cycle *Contributes to Office activities *Specific indicators as negotiated with the Clerk
Decision Making Authority	<ol style="list-style-type: none"> 1. Resolves staff and stakeholders complaints 2. Provides advice to Management and Stakeholders on matters affecting Service provision 3. Provides guidance to assist determine priorities for senior management team 4. Participates in approvals for recruitment of personnel for division
Frequent Contacts	1. Members of Parliament, Secretariat Staff, General public.
Selection Criteria	
Qualifications	1. Minimum requirement of a degree in Communications, Public Relations, Education or English (Essential).
Experience	1. Must have at least 5 years of relevant work experience at the managerial level (Essential).
Skills& Abilities	<ol style="list-style-type: none"> 1. Demonstrated ability in written and oral communication in both Samoan and English, strategic planning skills, analytical skills, computer literacy, networking and public relation skills (Essential) 2. Demonstrated ability to manage the financial resources and other resources available to the Office of the Clerk to achieve defined targets and outputs within budgetary expectations (Essential) 3. Demonstrated ability to lead a Division and facilitate high performance and improved service delivery (Essential) 4. Demonstrated ability to be creative and innovative in the production of electronic promotional materials such as video clips and Parliament documentaries (Essential)
Personal Attributes	1. Must be an effective team player with a flexible attitude to working hours (Essential)
Document History	
Approval Date	
Review Date	
Revision History	