



Pacific
Community
Communauté
du Pacifique

- **Noumea, New Caledonia or Suva, Fiji based position**
- **Attractive expatriate package**
- **Join the principal development organisation in the region**

*The Pacific Community (SPC) invites applications for the position of **Travel Team Leader** within its Operations and Integration collective. This position will be located at the headquarters in Noumea, New Caledonia or its regional office in Suva, Fiji.*

Description

The **Pacific Community (SPC)** is the principal scientific and technical organisation in the Pacific region, supporting development since 1947. We are an international development organisation owned and governed by our 27 country and territory members. In pursuit of sustainable development to benefit Pacific people, our organisation works across more than 25 sectors. We are known for our knowledge and innovation in such areas as fisheries science, education, public health, geoscience, and conservation of plant genetic resources for food and agriculture.

The **Operations and Integration (O&I)** collective delivers essential enabling services that support the organisation's scientific and technical portfolio. Our key functions include corporate services, programme support, partnerships, resource mobilisation, and strategic engagement. These services are coordinated through our regional and satellite offices across the Pacific and Europe. Additionally, the O&I collective leads a dedicated workstream focused on organisational change and transformation to drive continuous improvement and adaptability.

The role – **Travel Team Leader** will lead and manage the Travel team members to deliver high quality travel service; to manage the travel management system project; to advice on improvements; to build organization capacity, capability and understanding of SPC's Travel Policy and to identify and implement improvements in processes.

The key responsibilities of the role include:

Operations and system management

- Lead the travel team in planning the peak periods and booking of groups for events.
- Provide support to the team and travellers in identifying travel itineraries patterns beneficial for the organisation and the traveller (ex: ticket class).
- Ensure that all travel arrangements, including itineraries, per diems (which will be maintained and updated at least quarterly) and entitlements are in compliance with SPC's travel policies and guidelines, as well as any regulatory requirements and escalate where appropriate.
- Develop tools to more efficiently deal with visas, protocol letters, airport transfers, handling emergencies, changes in plans, or other unexpected situations such as exceptions, escalations and complex issues.

Team management and capacity building

- Identify trends and issues and adjusts resourcing and collaborates with the team to formulate efficient workload distribution.
- Provide performance management for the team.
- Provide support and develops training in the update and testing of improvements, changes, and upgrades to the current travel solution. Develop an outreach plan for divisions.
- Train and oversee staff to ensure the maximum effectiveness of the operations of the Travel team.

Management of preferred provider arrangements and reporting

- Ensure the filing of the team is complete and accurate.
- Present reports to the management including: (1) Monthly Reporting: Prepare monthly reports for the Senior Leadership Team and for publication internally; (2) Quarterly Reporting: Finalise quarterly reports for divisional directors; (3) Annual Reporting: Finalise an annual travel report for SPC's Audit and Risk Committee.
- Lead the collaboration with the procurement team on tender processes for services required by Travel (ex: travel agent, airport transfers, hotels, ...).
- Manage all the travel related contracts' implementation; service levels, contract renewals, etc.

Organisational collaboration

- Formulate strategies for the Service in the form of a workplan with the goal of maintaining or improving performance.
- Provide substantive input in the formulation of the budget and implements in accordance with the principles of results-based budgeting.
- Work with the team so travellers, travel arrangers and all divisions can continuously improve travel at SPC, ensuring efficient and harmonized processes and procedures.
- Develop and monitor divisional travel plans.

For a more detailed account of the key responsibilities, please **refer to the online job description**.

Key selection criteria

Qualifications

- A postgraduate qualification in business public administration, Tourism, Travel Management or a university degree and equivalent body of knowledge and experience.

Technical expertise

- At least 10 years of experience in a commercial travel management role in a fast paced corporate or agency organisation, or within a financial function within the travel industry.
- At least two (2) years of experience in the supervision of teams.
- Knowledge of international travel arrangements involving acting networks and contacts.
- Ability to manage staff effectively and to work in a team environment.
- Ability to establish and maintain effective relationships with people from different cultural backgrounds.
- Experience in ticketing and Amadeus training.

Language skills

- Excellent English communication skills (oral and written) with a working knowledge of French being an advantage.

Interpersonal skills and cultural awareness

- Ability to work in a multicultural, inclusive and equitable environment.

Salary, terms and conditions

Contract Duration – 3 years – subject to renewal depending on funding and performance.

Remuneration – The **Travel Team Leader** is a band **11** position in SPC's 2026 salary scale.

For a Noumea based position – a starting salary range of SDR (special drawing rights) 4,397-5,400 per month, which converts to approximately XPF 634,433-779,190 (USD 5,892-7,236; EUR 5,317-6,530). SPC salaries are not presently subject to income tax in New Caledonia.

For a Suva based position – a starting salary range of 3,245–4,057 SDR (special drawing rights) per month, which currently converts to approximately FJD 10,028–12,535 (USD 4,349–5,436; EUR 3,924–4,905). Remuneration of expatriate SPC staff members is not subject to income tax in Fiji; Fiji nationals employed by SPC in Fiji will be subject to income tax.

An offer of appointment for an initial contract will normally be made in the lower half of this range, with due consideration given to experience and qualifications. Progression within the salary scale will be based on annual performance reviews.

Benefits for Staff in a position advertised internationally (EPAI) whose duty station is Noumea or Suva – SPC provides housing support in Noumea or Suva. Establishment and repatriation grant, removal expenses, airfares, home leave travel, health and life and disability insurances and education allowances are available for eligible employees and their eligible dependents. Employees are entitled to 25 working days of annual leave per annum and other types of leave, and access to SPC's Provident Fund (contributing 8% of salary, to which SPC adds a 10% contribution).

Languages – SPC's working languages are English and French.

Recruitment principles – SPC's recruitment is based on merit and fairness, and candidates are competing in a selection process that is fair, transparent and non-discriminatory. SPC is an **equal-opportunity employer**, and is committed to cultural and gender diversity, including bilingualism, and will seek to attract and appoint candidates who respect these values. Due attention is given to gender equity and the maintenance of strong representation from Pacific Island professionals. If two interviewed candidates are ranked equal by the selection panel, preference will be given to the **Pacific Islander**. Applicants will be assured of complete confidentiality in line with SPC's Privacy Policy.

Application procedure

Closing Date: 8 March 2026 at 11:59pm (Fiji time)

Job Reference: TT000171

Applicants must apply online at <http://careers.spc.int/>

Hard copies of applications will not be accepted.

For your application to be considered, you must provide us with:

- an updated resume with contact details for three professional referees
- a cover letter detailing your skills, experience and interest in this position
- responses to all screening questions

Your application will be considered incomplete and will not be reviewed at shortlisting stage if all the above documents are not provided. Applicants should not attach copies of qualifications or letters of reference. Please ensure your documents are in Microsoft Word or Adobe PDF format.

For international staff in Fiji, only one foreign national per family can be employed with an entity operating in Fiji at any one given time. SPC may assist on a case-by-case basis with submissions to Fiji Ministry of Foreign Affairs for their consideration and final approval. SPC cannot and does not make any guarantee whatsoever of approval for such applications to Fiji Ministry of Foreign Affairs and where an application is approved, the spouse or partner will be subject to such terms and conditions as may be set from time to time by the Ministry.

SPC does not charge a fee to consider your application and will never ask for your banking or financial information during the recruitment process.

Screening Questions (maximum of 2,000 characters per question):

1. Describe your experience negotiating corporate airfare and hotel rates for a company with a high volume of travel.
2. How do you ensure compliance with travel policies and procedures for an organisation?
3. Share an example of a challenging situation you faced while managing corporate travel team and how you resolved it