

- **Noumea-based position**
- **Attractive expatriate package**
- **Join the principal development organisation in the region**

*The Pacific Community (SPC) invites applications for the position of **Facilities Manager** within its Operations & Integration (O&I) collective. The position will be located at its headquarters in Noumea, New Caledonia.*

## 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 unique organisation works across more than 25 sectors. We are known for our knowledge and innovation in such areas as fisheries science, public health surveillance, geoscience, and conservation of plant genetic resources for food and agriculture.

The **Operations & 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** – the **Facilities Manager** will manage and continuously improve SPC Noumea's facilities and staff experience service portfolio by providing leadership and operational oversight of facilities management & maintenance, housing, canteen & general administration. It will ensure a coherent, end to end customer service approach for SPC staff, from service request and coordination through to delivery, resolution and follow up, while guaranteeing that SPC's facilities, properties and support services are safe, compliant, fit for purpose, cost effective and sustainable.

**The key responsibilities of the role include the following:**

### **Services management and leadership**

- Provide leadership of the Maintenance, Housing, Canteen and General Administration services
- Ensure all staff are managed and supervised to achieve objectives and to create an environment that promotes high performance, collaboration and safety, staff development and succession planning

### **Management of SPC's properties and infrastructure**

- Manage all SPC's properties and infrastructure, including construction works and support facilities to ensure effective day to day operations, maintenance, occupational health and safety and security services meet the expectations of stakeholders
- Develop and implement facility management program, including preventative maintenance and life-cycle requirements
- Update relevant SPC policies (asset management, housing, investment etc.) in line with international best practice
- Ensure SPC facilities and office space are fit for purpose and compliant with relevant occupational health and safety legislation, building codes and other statutory authority requirements
- Ensure emergency procedures in line with OHS requirements are in place and activated effectively during emergencies
- Manage contract and vendor relationships

### **Management of SPC's Housing, Canteen and General Administration**

- Manage Housing, Canteen and General Administration Services, delivering a seamless end-to-end customer service experience for SPC staff
- Ensure adequate accommodation is available to cater for staff requirements and support is provided to incoming staff in a timely manner
- Manage lease and rental agreements for all SPC owned and leased properties
- Ensure the canteen is run efficiently, and all operations and purchases comply with the local laws
- Oversee the delivery of reception and courier services
- Ensure the SPC vehicle fleet is kept in roadworthy condition and transport requests managed effectively

### **Budget and resources management**

- Manage facilities cost recoveries and associated budget to ensure the recoveries adequately cover the cost of maintaining the properties and periodic major refurbishment works
- Oversee the budgets for all services
- Ensure the canteen is operating in financial autonomy and all costs are covered from its revenue
- Ensures SPC property investments are financially sustainable, well managed and meet internal rate of return (IRR) targets
- Establish and periodically review facilities cost recovery rates
- Maximise the efficiency and effectiveness of resource allocation and management processes within available budgetary constraints

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

## Key selection criteria

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### Qualifications

- Bachelor's degree in business administration, facilities management and/or any technical and/or legal relevant fields or equivalent body of knowledge and experience

### Technical expertise

- Minimum of 10 years' experience in a similar role
- Experience managing and overseeing the routine and non-routine maintenance and repair of large commercial and residential buildings and/or an inventory of multiple properties
- Proven experience with managing complex construction and maintenance projects across multiple sites with ability to read building plans and construction project costing
- Demonstrated skills in services management in a complex environment to achieve strategic outcomes
- Excellent business and financial acumen with the proven ability to provide effective operational management to achieve agreed performance targets and deliver quality customer service
- Knowledge in operating a full cost recovery model
- Specialist knowledge of and experience in applying key legislation and relevant standards
- Excellent staff management skills
- Demonstrated ability to work with contractors on technical aspects of building

### Language skills

- Fluent in both English and French

### Interpersonal skills and cultural awareness

- Knowledge of Pacific Island countries and territories is an advantage

## Salary, terms and conditions

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**Contract Duration** – This vacant position is budgeted for 3 years and is subject to renewal depending on performance and funding.

**Remuneration** – The **Facilities Manager** is a band 11 position in SPC's 2026 salary scale with 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. 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** – SPC provides housing support in Noumea. 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 private policy.

## Application procedure

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**Closing date:** 3 May 2026 – 11:00 pm (Noumea time)

**Job Reference:** CR000576

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.

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. Please describe your experience in managing end-to-end staff services (e.g. housing, conciergerie, reception, canteen or similar staff-facing services). How have you ensured a consistent, high-quality customer service experience across multiple service streams?
2. Tell us about a time when you managed multiple interdependent operational services in a high-demand environment. How did you prioritise competing requests, manage staff expectations, and resolve service issues while maintaining fairness and compliance?
3. Describe your experience in overseeing facilities or staff services budgets, including cost recovery, financial sustainability and vendor management. How have you balanced service quality, operational efficiency and financial accountability?