

VSA Assignment Description

Assignment title	Facility Management Adviser
Country	Solomon Islands
Location	Honiara
Partner organisation	Honiara City Council – Youth, Women and Sports Division
Duration	One year (with one year extension available)



Sustainable Development Goals

41108

1. Assignment goal

New Zealand, in partnership with the Honiara City Council, are upgrading the Honiara City Council Multi-Purpose Hall (MPH) and surrounding facilities. Once complete, the site will need to be managed effectively, safeguarding the investment, and ensuring that high quality services can continue to be provided from the MPH in the long term. The assignment will support HCC with implementation of day-to-day and lifecycle maintenance, as well as operational capacity building. The goal is to provide a facility that is safe, healthy, welcoming and has a sustainable revenue and expenditure model. This will feed a broader outcome of increased youth engagement and quality sporting and youth services in Honiara.

2. Assignment outcomes

Outcome 1

Facilities are well managed, secure, safe and healthy on a day-to-day basis.

Outputs

The Facilities Management Adviser will work closely with the Facilities Officer and a member of the HCC Works Division to support the following outputs:

- Implementation of a maintenance plan for the MPH, in a way that ensures maintenance operations run smoothly, cost-effectively, and can be sustained
 - Cleaning, waste management, grounds-keeping, site security, and reactive maintenance are all covered under this outcome
 - This will be carried out by either directly employing staff (through HCC) or contracting to local firms, the comparative benefits of which should be analysed by the Facilities Management Adviser
- Assist with the establishment of systems to record and verify the above and track expenditure

Outcome 2

The Multi-Purpose Hall, once upgraded, remains a safe, usable and functional site for the youth of Honiara, in the medium and long term

Outputs

The Facilities Management Adviser will work closely with the Facility Officer and a representative from the HCC Works Division to deliver the following outputs:

- Establish systems to ensure scheduled maintenance on playground equipment, buildings, water supply, septic system, sports courts, etc. is carried out regularly, to a high standard, and at a competitive rate



- Capacity is built within HCC to engage contractors, manage and administer maintenance contracts, and ensure performance.
- Ingrain good habits around maintenance that will see the Hall maintained beyond the five-year maintenance plan
- Make recommendations on facility improvements that enhance the service and safety of the users

Outcome 3

Honiara City Council implements effective management systems across the facilities for bookings and service delivery, to encourage increased usage and sustainable revenue generation for the overall operations of the site.

Outputs

The Facilities Management Adviser will work with the Facilities officer and members of the HCC Women, Youth and Sport Division to deliver the following outputs:

- Put in place robust financial tracking systems for the MPH which are simple to use and allow HCC to forecast spend, revenue and address potential shortfalls early.
- Support Honiara City Council to build or source a booking platform to manage hiring of the facilities
- Assess and provide recommendations regarding costs associated with bookings, based on required revenue and capacity to pay, balancing revenue collection and the desire to keep the facility open to people of all income levels.

As needs on the ground may change over time, the volunteer is encouraged to review and update the assignment description on arrival in consultation with the partner organisation and VSA programme manager.

3. Reporting and working relationships

The volunteer will work closely with the Facility Officer, members of the Women, Youth and Sport Division, and a member of the HCC Works Division. The volunteer will report and be accountable to the Head of the Youth, Women and Sports Division.

The volunteer and Honiara City Council will have an ongoing relationship with the VSA programme manager in terms of assignment monitoring, reporting, professional advice and personal support.

4. Capacity building

The volunteer will work alongside the current Facilities Officer and a member of the HCC Works Division. The volunteer will build capacity in the areas of contract management, financial management, and reporting. Through their assignment, the volunteer will assess gaps in knowledge and ability and will work to improve the capacity of individuals at the MPH site. Through the volunteer's involvement in the Department of Youth, Sports, and Women they will be able to improve capacity in the management of the facility through interactions with the Head of Division.

5. Person specifications (professional)

Essential

- Strong contract management and administration capabilities
- Experience managing facility operations and knowledge of purchasing, supplies, grounds keeping and equipment repair
- Experience developing and/or implementing a suitable facility booking management system



- Strong communication and relationship management skills
- Good understanding of the commercial environment and a strong awareness of customer satisfaction
- Experience mentoring others
- Analytical skills to assess needs and budgets

Desirable

- Negotiation skills
- Experience working with local government

6. Person specifications (personal)

Essential

- Ability to promote a positive attitude towards work
- A high standard of personal integrity, discretion and tact
- Being hands-on, solution focused, adaptable and organised
- Strong interpersonal and intercultural skills
- A strong team player

Desirable

- Willingness to learn and speak Pijin

Additional information

Residency status

VSA volunteers must be New Zealand citizens or have New Zealand permanent residency status, and currently living in NZ.

Partner organisation

The volunteer's partner organisation will be Honiara City Council – Youth, Women and Sports Division.

Pre-departure briefing

As part of the volunteer's contract, successful candidates will be required to take part in a pre-departure briefing course run by VSA in Wellington and complete all required pre-reading.

Final appointment

Final appointment will be subject to satisfactory medical and immigration clearances (costs covered by VSA), partner organisation acceptance, and successful completion of the pre-departure briefing course.

Family status

VSA supports partners to accompany volunteers on assignments of six months or longer. However, volunteers with accompanying dependents will not be considered for this assignment.

Fundraising

Volunteers are encouraged to fundraise at least \$2000 with the support of VSA's fundraising team. Accompanying partners are encouraged to raise the same amount. All funds raised will help VSA keep its programmes in action and support future volunteers.

Vaccination requirements

Potential volunteers are advised that VSA's insurers require volunteers to be inoculated, prior to departure, in accordance with the instructions of VSA's medical adviser. VSA covers the cost of any required vaccinations.



Volunteer package

The volunteer's package includes the following:

- **Reimbursements and grants**

1. Volunteers will receive an establishment grant of NZ\$750 to help them set up in their country of assignment. For volunteers with an accompanying partner (whether or not that partner is also a VSA volunteer), VSA will pay an establishment grant of NZ\$1,100 per couple.
2. For two year assignments, the volunteer will receive a rest and respite grant of NZ\$1000 on completion of the first year.
3. A resettlement grant of NZ\$200 will be paid for each month the volunteer is on assignment. This is payable on completion of the assignment, for up to a maximum of 24 months.
4. The volunteer will receive a monthly living allowance of SBD6,285.

- **Accommodation**

Basic, comfortable furnished accommodation will be sourced by VSA.

- **Airfares and baggage allowance**

VSA will provide the volunteer with economy airfares to and from New Zealand for their assignment plus a baggage allowance.

- **Insurance**

VSA will provide travel insurance to cover baggage and personal property, and non-routine medical expenses for the duration of the assignment. Further details of the insurance cover will be provided during the volunteer pre-departure briefing.

- **Utilities**

VSA will reimburse volunteers reasonable expenses for household utilities while on assignment.

Final terms and conditions relating to the specific volunteer assignment will be confirmed in a personalised volunteer contract prior to departure.

Attachments

Appendix 1: Background to the assignment

Appendix 2: Living situation

Appendix 3: Solomon Islands



Appendix 1: Background to the Assignment

Assignment focus

The Honiara City Council manages the Multi-Purpose Hall, the Council's primary community sports facility. The Hall is used for trainings, sport and cultural events. Despite its heavy use, the facility has a lot of potential to improve in its service delivery. A major challenge is maintenance of the Hall. There are also very few facility policies, inefficient booking systems, and a lack of engagement with sports federations and relevant stakeholders.

The Multi-Purpose Hall is being upgraded by the New Zealand Aid Programme of the Ministry of Foreign Affairs and Trade to provide more and better quality spaces for Solomon Islanders to be engaged in sports, arts, youth and cultural activities as well as have access to more resources. Moreover, the population of Honiara is continuing to grow as young people are moving into the city in search of economic opportunities. This is putting increased demand on community sporting, arts and cultural venues. The Multi-Purpose Hall will need to put structures and systems in place in order to cater to this increased demand.

The upgrade of the Hall is expected to be complete mid-2020. This upgrade will include increased gym space, a shaded outdoor court area and other outdoor facilities and extra conference room space. As the space is increasing, the capacity to manage the facility will need to be improved.

The VSA volunteer would work alongside the current Facility Officer and occasionally the Sports Development Officer. These officers are part of the Youth, Women and Sports Division of the Honiara City Council. As part of the upgrade, the Project Manager will be supplying a Maintenance Plan for staff at the Hall to implement once the upgrade is complete. The volunteer would help implement these plans with staff to aid in the smooth running of the facility. They would also advise efficient processes for managing the current space and the upgraded spaces, in particular, improving processes for users to book the facilities.

Working situation

The office of the Division for Youth, Women, and Sports, where the Volunteer will be based, is at the Multi-Purpose Hall. The Hall is located close to public transport (mini-buses) and the main road. It is a 20-minute walk from the main HCC building and Council Public Library.

The office is air-conditioned and currently has space for a volunteer including an office desk and chair. There are sometimes power and water cuts to the Hall, however resolution of these is usually relatively swift.

The HCC is also working on a security plan to improve safety at the Hall at night time; otherwise there are minimal safety issues during normal work hours.

The volunteer will be required to work outdoors at times, overseeing the smooth running of activities they may have organised. They may also be required to work outside of normal working hours and on weekends, if necessary.

The volunteer will need to bring their own laptop for work.



Appendix 2: Living Situation

Honiara

VSA will provide the volunteer with basic, furnished accommodation in Honiara. Houses are on town (mains) power and water, which are subject to cuts every now and then.

Honiara is the business centre of Solomon Islands and as such is a melting pot for people from all the island groups that make up the diverse nation. A hot and dusty place, Honiara offers most facilities albeit in a fairly rudimentary form.

The Central Market is an excellent place to buy fresh produce and there are numerous supermarkets where most western food items can be obtained, although expensive. There is also an abundance of trade stores which are owned and operated by local Chinese traders.

Transport is very cheap within Honiara. The local bus service is provided by a plethora of vans, and some larger buses, which run a set route along the main street and further routes into suburban areas. A single fare of SBD3 applies, regardless of the length of the trip. Taxis charge a moderate fare (currently SBD10 per kilometre) but it is wise to establish a fare before commencing a journey.

Phone and e-mail connections are available in Honiara, as they are in most provincial centres. Cell phone and data network communication has expanded rapidly over the last few years and there is now 2G and 3G mobile coverage in all provincial centres and 4G in parts of Honiara. There are two mobile phone providers, Telekom and Bemobile. The [Coral Sea Cable](#), a submarine fibre optic cable, which should bring faster, cheaper and more reliable communications infrastructure to the Solomons is expected to be in place by early 2020. The cable system will connect Honiara, Auki, Noro and Taro Islands.

There are numerous local radio stations. Solomon Islands Broadcasting Corporation (SIBC) offers an MW service to the whole country and is one of the main sources of news and also acts as a community notice board. There are three FM stations. Both the ABC and the BBC rebroadcast their services on a local FM service, but only in Honiara. A good quality shortwave radio is often considered to be an essential survival tool by most volunteers if located outside Honiara. TV is available and consists of a mix of the BBC world service programme, Australian Network, France 24 and German DW. TV is free to air and gives better coverage of the Super 15, Australian Rugby league and AFL than free to air coverage in New Zealand.

Two local daily newspapers, [Solomon Star](#) and The Island Sun (SBD5), are a good source of local news, along with [SIBC Online](#). Overseas newspapers, when available, are expensive.

Malaria is a problem in Solomon Islands and the use of appropriate prophylaxis is mandatory for the duration of the assignment. In addition, infections can be quick to develop and serious in consequence. Care needs to be taken with even small and superficial wounds such as grazes, coral cuts or insect bites.

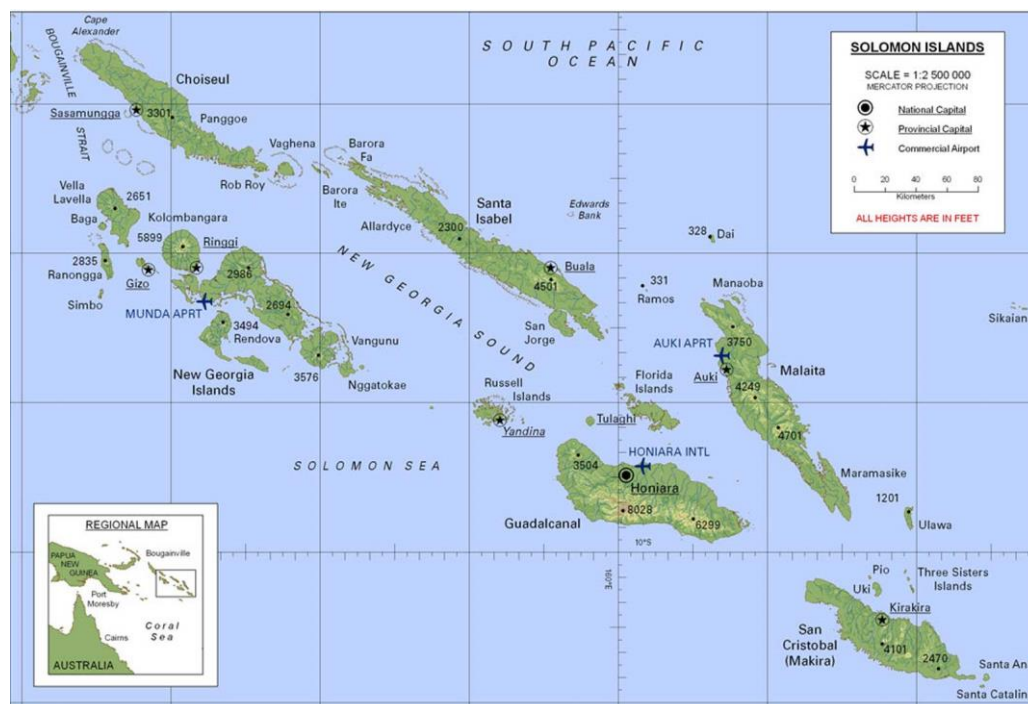
For visitors, hotels are expensive but there are a number of comfortable and affordable guest houses in Honiara.

Guadalcanal Province

Guadalcanal is divided into two distinct regions. Divided by a steep mountain range that runs the length of the island, the northern side of the island is relatively well served by road as well as shipping, and is the location of the capital, Honiara. The Weather Coast, as the southern part of the island is known, is isolated and is only accessed by sea and three airfields. Heavy seas often make sea access difficult. The name Weather Coast is well deserved for it is this part of the island that bears the brunt of incoming storms.



Appendix 3: Solomon Islands



Situated in the South West Pacific, the Solomon Islands are made up of over 922 islands, islets, atolls and cays, which stretch for 1.35 million sq. km of sea, from Papua New Guinea in the north to Vanuatu in the south. The weather is hot and humid all year round (averaging between 27 to 30C) with heavy rainfall on the larger islands. Cyclone season is November to April.

Solomon Islands became independent in 1978 and is a parliamentary democracy. The 2009 census recorded the population of Solomon Islands as 515,870, approximately 20% of whom live in the capital, Honiara. The population of Honiara is fast growing due to high urban drift from the rural areas and is therefore beginning to develop the usual social problems associated with urban centres. This has been exacerbated by the recent ethnic tensions on Guadalcanal.

The majority of Solomon Islands inhabitants are Melanesian with a small proportion of Polynesian and Micronesians. With 74 indigenous languages and dialects, traditions and cultures vary from island to island – even from village to village on the same island in some cases. Pidgin English is the lingua franca. In Solomon Islands 88% of the land is owned under customary tenure.

For more information on Solomon Islands, see:

- Solomon Islands Government official website:
- Economic overview: <http://data.worldbank.org/country/solomon-islands>
- New Zealand Aid Programme in Solomon Islands: <https://aid.govt.nz/en/aid-and-development/our-work-in-the-pacific/solomon-islands/>

VSA in Solomon Islands

VSA has been in Solomon Islands since 1965. We are currently working in Isabel Province, Malaita Province and Honiara but have worked in most of the nine provinces in the past. VSA has a field office in Honiara, staffed by a Programme Manager and a Country Programme Officer.

General security

Volunteers are required to be security conscious and adhere to the advice of their partner organisations, VSA and the NZ High Commission in Honiara on security matters. If there is a major emergency or should security deteriorate, VSA has established evacuation procedures and volunteers will be fully supported by the field staff in Honiara.

The VSA field staff will go through the ground security measures with the volunteer on arrival in country and develop an individual security plan. It remains good practice to secure belongings and valuables out of sight, not move about by foot at night and avoid demonstrations, street rallies and public gatherings.

