


# VSA E-Volunteer Assignment Description

<b>Assignment Title</b>	Operations Management Adviser
<b>Country</b>	Solomon Islands
<b>Location</b>	Home-based
<b>Partner Organisation</b>	Prestige Property Development & Management LTD
<b>Duration</b>	12 months
<b>Sustainable Development Goals</b>	

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## 1. Partner organisation overview

Prestige Property Development and Management Ltd (PPDM) is a local family-owned business that was started in 2006. PPDM specialises in asset management, procurement and engineering consultancy services. The company is a member of the Accommodation Association of Australia.

PPDM owns Prestige Apartments in Ngossi, Honiara. The aim of Prestige Apartments is to provide top quality accommodation in a secure compound and environmentally friendly space with a focus on the needs of their tenants. These executive serviced apartments provide short and long-term accommodation for both business executives and professionals who work in Honiara. Currently there are a total of 16 one- and two-bedroom apartments.

Over the next year, Prestige Apartments would like to spend time upskilling its staff and improving its overall environment.

## 2. Assignment overview

A volunteer is being sought to provide support to PPDM to strengthen its operational capability and effectiveness, ensuring that resources, processes, and systems are aligned with strategic objectives. The volunteer will work with staff at all levels of the business to increase capacity that results in the lifting of standards and efficiencies in various aspects of operations management.

## 3. Goal/outcomes/outputs

### Goal

Property Development and Management's (PPDM) operations management and effectiveness are strengthened, and staff are more knowledgeable, skilled, and competent in their roles, leading to improved efficiency and better service delivery.



## Outcome 1

Improved operational effectiveness of PPDM's management.

- Identify capability gaps and opportunities for improvement.
- Implement opportunities for improvement based on identified capability gaps.
- Review and revise the operations manual to promote and maintain high standards of staff performance and customer service.

## Outcome 2

PPDM staff are competent and work output is of high standards.

- Closely work with the Management and staff to identify critical skills gaps.
- Help with the development of appropriate training resources.
- Lead the delivery of training to support staff across various functions.

## Outcome 3

Ongoing mentoring is provided, giving advice and guidance when required.

- Provide ongoing mentoring to provide support as required.
- Provide advice and guidance on hospitality and tourism initiatives.

## 4. Reporting and working relationships and capacity building

This is an e-volunteer (e-vol) position. The volunteer will primarily communicate and work closely with identified staff of the organisation through training and mentoring by assessment of needs and on-the-job training. The volunteer will be accountable and report to the director.

The volunteer and Prestige Property Development & Management LTD will have an ongoing relationship with the VSA programme manager in terms of assignment monitoring, reporting, professional advice and personal support.

**As needs on the ground may change over time, the volunteer is encouraged to review and update the Assignment Description in consultation with the partner organisation and VSA Programme Manager. By their very nature, development situations can involve significant change, so it is advisable that the volunteer periodically review and reflect on the Assignment Description throughout the Assignment to ensure the best development outcomes are being achieved.**



## 5. Selection criteria/position requirements

### Person specification (professional)

#### Essential

- Hotel or other facility management skills.
- Experience in the tourism industry.
- Experience training others in customer service or hospitality.

#### Desirable

- Business mentoring/coaching experience.
- Experience working in the Pacific or developing country context.

### Person specification (personal)

#### Essential

- Interpersonal skills.
- Enthusiasm and motivation when working with a diverse group of people.
- Ability to empathise and find solutions to issues found within Solomon Islands context.
- Organisational skills.
- Ability to work with people from different cultural backgrounds.

### VSA Essential Attributes

- Commitment to volunteering, to VSA and to the partner organisation
- Cross cultural awareness
- Adaptability and a willingness to approach change or newness positively
- Able to form good relationships, both personally and professionally, with work colleagues and in the community
- Resilience and an ability to manage setbacks
- Initiative and resourcefulness
- An ability to facilitate learning through skills exchange

## 6. Country context

For more information on Solomon Islands, see <https://vsa.org.nz/what-we-do/countryregion/solomon-islands/>.

### Additional information

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#### Residency status

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

#### Final appointment

Final appointment will be subject to satisfactory VSA clearances, and partner organisation acceptance.

#### Children's Act

VSA is committed to the protection of vulnerable children and adults, which also includes meeting our commitment under the Children's Act 2014.



The information requested during the application process is necessary to assist VSA to determine applicant suitability to work and/or interact regularly with children and is part of a series of pre-selection checks undertaken on all applicants for VSA assignments.

**E-Volunteer package**

The volunteer's package includes the following:

*Reimbursements*

Volunteers will receive a monthly honorarium of NZ\$90. This amount is expected to reimburse the volunteer for costs associated with undertaking the assignment.

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

