

# VSA Assignment Description

<b>Assignment Title</b>	Operations Management Adviser
<b>Country</b>	Solomon Islands
<b>Location</b>	Solomon Islands and 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 in Solomon Islands and remotely from New Zealand to increase staff 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 a blended assignment that has both in-country and e-volunteering components. The volunteer will be required to be in Solomon Islands within the first three months of the assignment for a period of about three months. The remainder of the assignment will be done remotely. The volunteer will primarily communicate and work closely with identified staff of the organisation through observation, assessment of needs, on-the-job training, and mentoring. 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

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 rudimentary form. You are strongly encouraged to build relationships in the local community and socialise with Solomon Islanders at every opportunity, as this will enrich your experience of living in Solomons. However, entertainment options are few and far between so there is also a very active expatriate social scene. There are various clubs and social groups in Honiara, which you will get to know with time.

VSA will provide basic, furnished accommodation with gas facilities for cooking. In Honiara, you will have access to power (although power outages can occur), phone, internet, piped water, restaurants, a variety of shops and a large expatriate population. Public transport is very cheap within Honiara. The local bus service is provided by a plethora of vans, and some larger buses. 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.



Most volunteers feel safe in Solomon Islands, but it is important to know the risks and take personal responsibility for your safety. As in many countries, foreigners tend to be the target of petty crime, so always be alert and take precautions. In general, there are no problems moving around the majority of Honiara during the day, but it is not safe to walk or catch public transport alone in Honiara after dark.

For more information, 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.

### 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 \$1000 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.

### Children's Act

While on assignment, VSA volunteers may be required to work with children and/or may choose to participate in informal activities in their own time that involve interactions with children (such as coaching teams or teaching English). 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.

### Volunteer package

The volunteer's package includes the following:

#### *Reimbursements for E-volunteers*

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

#### *Reimbursement for in-country volunteers*



### *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 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.
4. The volunteer will receive a monthly living allowance of SBD 7,000.

### *Accommodation*

Basic, comfortable furnished accommodation will be sourced by VSA. For security purposes volunteers in Honiara should expect to share accommodation.

### *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.

