

# VSA Assignment Description

<b>Assignment Title</b>	<b>Computer System Specialist</b>
<b>Assignment Modality</b>	<b>In Country</b>
<b>Assignment Number</b>	<b>41925</b>
<b>Country</b>	<b>Samoa</b>
<b>Location</b>	<b>Upolu Island</b>
<b>Partner Organisation</b>	<b>Samoa Business Hub</b>
<b>Duration</b>	<b>6-12 months</b>

## Sustainable Development Goals



41925

## 1. Partner Organisation Overview

The Samoa Business Hub – SBH, formerly known as “The Small Business Enterprise Centre (SBEC) was established in 1994 as a Charitable Trust. Samoa Business Hub (SBH) is a program that provides **business training, advisory services and a business loan guarantee scheme**. It is designed to allow micro and start-up businesses to access finance from within the Green Business Support Credit (GBSC) Scheme. SBH is expanding its advisory and support services to a wider range of businesses. The program is integral to the involvement of partners and sponsors who share a common interest in developing the business community and economy of Samoa. SBH provides a structured training program tailored for small businesses and personal mentoring to guide entrepreneurs on their path to growth.

Our Business Growth Incubator Program uses a blend of training, customised business coaching and topic specific master classes to build business skills and drive innovation to enable participants to reach their goals. Over 10 months participants will work with professional coaches and receive support from a dedicated core team. Integral to the program is the involvement of partners and sponsors who share a common interest in developing the business community and economy of Samoa. SBH will host regular events and provide clients with an innovation space to encourage networking, the sharing of ideas and establishment of strong business partnerships. Access to innovative investment opportunities will be a key element of the program’s offering including SBH’s Loan Guarantee. Participants will be given the opportunity to share their story and pitch for finance. SBH’s objective is to work in partnership to make a significant positive impact on the business community and Samoa’s economy.

## 2. Assignment Overview

SBH is currently experiencing challenges with our Computer System and major gaps in streamlining the different platforms. In addition, data collection, efficiency and reliability of the functionality of the database (input, analysis and reporting), and the system’s ability to produce timely reports and necessary information when needed.



Information is key to understanding the impact of the work of the organisation and it determines productivity and success of SBH operation and accuracy of records (ie. strategic direction, activities, approaches and budgets). The importance of having access to the right information and the use of a computer system with the capability to input and extract quality data in a timely manner, enables better decision-making processes and problem-solving approaches. Having a volunteer with the expertise in this area will strengthen the work of SBH and our capacity to provide efficient services to our partners.

### 3. Goal/Outcomes/Outputs

#### Goal

SBH's locally designed Computer Information System (CIS) - Database, Maus Software and Moodle are more robust, functional and user friendly as evident in the following;

1. Database which inputs and extracts data and reports easily
2. Database is able to run analysis and reports
3. Database is linked to other platforms used by the organisation
4. Staff are knowledgeable of the system and able to use it with ease
5. A user-friendly manual and guidelines on how to use database and Maus software effectively

#### Outcome 1

*Working alongside the IT Unit and Managers to;*

Revised the current database system and make recommendations for improvement.

- Diagnostics of the existing database to identify key issues and limitations
- Database is programmed to produce data and reports effectively
- Database is functional and operational

#### Outcome 2

*Working alongside the IT Unit and Managers to;*

Review the connectivity of the database to all other platforms used by SBH.

- Database is linked well to other platforms
- Staff are trained on 'how' the connections are managed
- Database and connected platforms are streamlined, functional and operational

#### Outcome 3

*Working alongside the IT Unit and Managers;*

Ongoing mentoring is provided, giving advice and guidance on how to effectively use and manage the database.

- Training and mentoring to equip staff with the technical skills on usage of all platforms
- Write a user-friendly manual / guidelines on the use of the computer information systems

### 4. Reporting, Working Relationships and Capacity Building

The volunteer will report directly and be accountable to the CEO – Alatina Ioelu. On a day-to-day basis, the volunteer will predominately work with Managers and IT Unit, building their capacity through on the job training, mentoring and workshops). There will be opportunities for the volunteer to share skills not only at the individual level, but also organisational and community level where the need may be identified by the partner organisation.

The volunteer and Samoa Business Hub will have an ongoing relationship with the VSA Programme Manager and local office 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 **on arrival** 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 reviews and reflects on the Assignment Description throughout the Assignment to ensure the best development outcomes are being achieved.

## 5. Selection Criteria/Position Requirements

### Professional Specifications

#### Essential

- Relevant ICT qualification or relevant experience
- Strong technical understanding with particular focus
- Database design and management skills
- Data analysis and reporting

#### Desirable

- Experience working with confidential information
- Business development services experiences
- Business training and mentoring
- Manage and coordinate teamwork

### Personal Specification

#### Essential

- Effective time management
- Strong interpersonal and communication skills
- Flexible and patient in a different working environment

#### Desirable

- Experience working in the Samoa or the Pacific
- Ability to deal with stress
- Easily adaptable to the local environment and culture

## 6. 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

## 7. Country Context

For more information about Samoa, see [VSA in Samoa](#).



Refer also to the following links;

- Samoan government website: <http://www.samoagovt.ws/>
- Economic overview: <http://data.worldbank.org/country/samoa>
- New Zealand Aid Programme in Samoa: <https://www.mfat.govt.nz/en/aid-and-development/our-work-in-the-pacific/aid-partnership-with-samoa/>

## General Security

Samoa has very minimal security concerns in comparison to other parts of the Pacific. However, volunteers are required to be security conscious and adhere to the advice of their partner organisations, VSA and the NZ Embassy in Apia 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 staff in Wellington. Volunteers will go through security measures on arrival in-country and develop an individual security plan.

## 8. Living and Working Situation

Basic, comfortable furnished accommodation will be sourced by VSA around the central town area for ease of travel and public transport. In some circumstances volunteers may be asked to share accommodation.

SBH has a main office in Upolu and an office in Savaii. The Upolu office is at the Le Sanalele Complex in the Apia town area and is within close proximity of all critical services such as transport, hospitals, High Commissions, restaurants and real estate agents. The office space is located on both the ground the first floor with an open space setting. There is wireless internet connection with access to purified drinking water and modern toilet facilities. The building has an emergency plan for evacuation the case of natural disasters and regularly updates its Occupational Safety and Health (OSH) Certificate with OSH Unit of the Ministry of Commerce Industry and Labour. SBH also runs an annual one week (theory and practical) First Aid training with the Samoa Red Cross to update staff First Aid Certificates

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## Additional Information

### ST2 Assignment (6-11 months)

#### 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**

VSA funding stakeholders are both the Ministry of Foreign Affairs and Trade (MFAT) and donors. We ask volunteers and accompanying partners to fundraise to help cover the cost of sending volunteers throughout the Pacific and beyond. Fundraising can be as simple as doing something you enjoy with a group or friends, and our Fundraising team is available to help you every step of the way.

## **Vaccination requirements**

Potential volunteers are advised that VSA's insurers require volunteers to be vaccinated, 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 and grants***

1. Volunteers will receive an establishment grant of NZ\$375 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\$550 per couple.
2. 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.
3. The volunteer will receive a monthly living allowance of SAT\$1900.

### ***Accommodation***

Basic, comfortable furnished accommodation will be sourced by VSA. In some circumstances volunteers may be asked 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.**

