



Job Description

Project Coordinator (UK)

‘Global Impact, with a Local Approach’

Think Pacific 2022 ©

Think Pacific Foundation Think Pacific Foundation, 35 Gorrie Street, Suva, Fiji Islands, FJ989.
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About Think Pacific...

Meaningful Programmes in the Fiji Islands

For over 10 years, Think Pacific has facilitated international students and young people to have transformative, self-developing and culturally insightful learning experiences in Fiji, which benefit a wide range of local grassroots stakeholders, including Fijian communities, small businesses, charities, enterprises, NGO's and Fijian government partners.

Our responsible travel and cultural exchange programs foster learning, understanding and respect. Central to our mission is our support for the UN Sustainable Development Goals, and focus towards the achievement of the Fiji National Development Plan; a 20-Year Development goal with the vision of "Transforming Fiji" towards an even more progressive, vibrant and inclusive society.

- Established in 2009, at the University of Leeds, UK.
- Based in Suva, Fiji & Leeds, England.
- MOU agreements and long term partnerships with Fijian Government Ministries and Organisations.
- All programmes support the Fiji National Development Plan & UN Sustainable Development Goals.
- Partnered with 80+ Fijian organizations.
- Partnered with 90+ educational institutions globally.
- Formal partnerships with the University of the South Pacific and Fiji National University.
- 5000+ participants on mobility and remote programs since 2009.
- Over \$8m (FJ) invested into the Fiji Islands.

Think Pacific - Mission, Beliefs & Values

Mission

"Creating positive cultural exchange, which invests in Fiji's future"

Beliefs

1. *Partnerships* - Collaborations at all levels of planning, preparation and implementation.
2. *Learning* - Emphasis on learning and understanding, before contributing.
3. *Focus* - Only Fiji. Our focus upon Fiji creates meaningful relationships and specific local outcomes

Values

1. *Passion*; To drive and achieve TP's mission, beliefs and values.
2. *Mindset*; Always be a positive role model by always seeking solutions and outcomes.
3. *Resilience*; Can achieve goals and motivate others despite new and challenging environments.
4. *Humility*; Be humble, respectful and mindful in all that we do.
5. *Accountability*; Always take responsibility for our energy, impact and standards.
6. *Collaboration*; Value of working together
7. *Aspiration*; Aspiring to always improve, become better and achieve more.

Our Programmes

In-Country Projects in Fiji & Remote Internship

Projects and Placements in the Fiji Islands

In May 2022 Think Pacific shall re-commence in-country projects and placements for students and young people.

These projects are delivered in partnership with local Ministries, organisations and community stakeholders across a range of fields including Public Health, Mental Health, Sport Development, Business & Enterprise, Engineering, Environment and Climate Change, and is a culturally immersive experience for the students and volunteers who live within local villages and communities.

For more information on our in country programmes, please see here:

[Fiji Volunteer Expeditions | Think Pacific](#)

Remote Internship Program

Since May 2019, Think Pacific has been facilitating **Remote Internships**. These programmes run every 2 weeks and allow international university students to gain global work experience and learn about Fijian culture, whilst they complete an internship from the comfort of their own home.

For more information on our remote internship programme, please see here:

[Virtual Internships | Fiji Islands | Think Pacific](#)

Project Coordinator (UK)

Department: Think Pacific Limited (UK)

Location: Remote working, based in the UK

Salary: £20,800 per annum

Hours: 9am-6pm (BST) (Minimum 40 hours per week for Full Time)

The Role

With Think Pacific relaunching in-country programmes and preparing for a period of sustainable growth, it is a very exciting time. We are expanding our team in the UK to source Project Coordinator's to provide extraordinary service, support and guidance to our volunteers, interns & university partners.

This customer facing role is one of huge importance because it involves guiding our volunteers and interns from the moment of enquiry through to the day they begin their Think Pacific programme.

The position is varied and dynamic, it includes customer service tasks, sales tasks, administration and basic marketing tasks. Central to the role is lots of direct student engagement and interaction through calls, emails, delivering presentations, attending meetings and community engagement.

The ideal candidate will need to bring certain qualities to this role, including great interpersonal skills, communication, attention to detail, results driven and resilience.

Please note that at certain times of the year, his role involves travel across the UK to our university partners.

Key Responsibilities

Sales & Bookings Administration (40%)

- Manage a pipeline of applications, arranging interviews and follow up calls as necessary.
- Conduct interviews with those that have applied to join a Think Pacific programme, for both travel projects and the remote internship.
- Implement booking systems and processes to ensure essential administration is precisely added to key spreadsheets & CRM software.
- Host online information sessions & in-person presentations for Think Pacific programmes.

Customer Service & Support (35%)

- Act as a point of contact for the volunteers and interns that you have accepted onto a Think Pacific programme, responding to emails and offering phone support.
- Respond to inbound queries received via Think Pacific's main email account.
- Answer inbound phone calls and queries received via Think Pacific's main contact number. This will involve answering questions and/or triaging communication.
- Gather essential customer information for the Fiji management team, such as flight details, travel insurance and medical information etc.
- Provide support within our online 'pre departure community' hosted on the Mighty Networks platform.
- Create and managing private customer groups within the Mighty Network platform.
- Deliver live workshops that provide pre-departure support for customers preparing for their travel project in Fiji.

University Campaign Support (25%)

- Support a portfolio of university partner programmes and campaigns. This includes attending meetings with university staff, creating bespoke marketing material, delivering promotional talks, managing administration spreadsheets, completing placement forms and working closely with the Director that manages the partnership.
- Host online and on campus presentations at your portfolio of partner universities.
- Attend university fairs or careers at your portfolio of partner universities.
- Communicate with student ambassadors at your portfolio of partner universities.

You may be required to carry out other duties, as are within your capabilities and level of responsibility, in order to meet the needs of the business.

Essential Skills Required

- Display high level of interpersonal skills and to be able to listen, empathise and work with individuals from a variety of backgrounds.
- The ability to manage a variety of demanding responsibilities within any given day.
- Acquire and implement new skills quickly, with an ability to think on your feet in a fast moving and changeable environment.
- Passion to foster and promote Think Pacific's mission and values.
- Desire to contribute to global understanding of UN Sustainable Development Goals, Fiji's National Development Plan and advocate the benefits of internationalisation.
- Strong communicator and confident on camera, zoom briefings, meetings and calls.
- Ability to maintain high standards of recording and administration.
- Ability to interact with students, clients and partners in a positive and professional manner.
- Some knowledge of Microsoft Word, Excel, Zoom and Google Drive would be a benefit
- Plan logically and in detail producing practical, effective solutions to achieve goals or overcome real problems.
- Display effective personal leadership and team work and help develop leadership skills of others.
- Understand the needs and expectations of local stakeholders, global interns and volunteers.

Application Process

Step 1

- Complete and submit the Application Form via the link by **10pm** on **Sunday 22nd May 2022**

[Application Form - Project Coordinator UK \(Think Pacific\)](#)

Step 2

- Successful Applicants will then be shortlisted for an interview.

Step 3

- For those shortlisted: Interview via zoom with a Think Pacific Director - Week Beginning Monday 23rd May 2022.

Step 4

- Official Offer forwarded to successful candidate, with Monday 30th May 2022 the proposed Start Date.