TERMS OF REFERENCE

Conference & Protocol Consultant

1. CONTEXT

The Association of Caribbean States (ACS) is a regional Inter-Governmental organisation that was established by virtue of the Convention establishing the Association of Caribbean States, done in Cartagena de Indias in July 1994. Article III of the Convention defines the organisation as one of "consultation, cooperation and concerted action" whose purpose is "to identify and promote the implementation of policies and programmes". The organisation's work is focused on - cooperation, disaster risk reduction, sustainable tourism, trade, transport and external economic relations, and the protection of the Caribbean Sea. The ACS has 25 Member States, 10 Associate Members, 6 Founding Observers and 29 Observer Countries.

ACS engages external consultants to provide services to fulfil its mandate vis-à-vis its Member States and Associate Members. As a result, the ACS is seeking to engage a Conference and Protocol Consultant to provide support to the Office of the Secretary-General in accordance with the functions referred herein.

2. OBJECTIVE

To provide professional operational coordination of conference services, protocol arrangements and meeting logistics required for ACS official meetings, missions, and ceremonial/commemorative events.

3. REPORTING STRUCTURE AND WORKING HOURS

The Consultant will report to the Chief of Staff. The official working hours of the ACS are 9:00am to 5:00pm, with an hour for the lunch period. The Consultant is required to work at the ACS Secretariat's Office during the aforementioned hours on Mondays, Wednesdays and Fridays. On Tuesdays and Thursdays, the Consultant has the option to telecommute in accordance with the ACS' Telecommuting Policy.

4. DELIVERABLES

A. Conference, Meetings and Events Management

1. Plan, coordinate and oversee the logistical and operational arrangements for ACS statutory meetings, conferences, workshops, official functions and institutional events, whether convened locally or internationally), ensuring timely preparation and effective execution consistent with established diplomatic and protocol standards.
2. Develop and maintain comprehensive meeting and event plans, including implementation timelines, logistical checklists, allocation of responsibilities, programmes of activities, operational schedules and contingency arrangements, in coordination with the relevant Directorates and Units.
3. Coordinate with host Governments, institutions, venues, service providers and other relevant stakeholders to facilitate the organisation of official meetings and events, including preliminary site assessments, where appropriate, and the implementation of agreed logistical arrangements.
4. Oversee preparations relating to meeting venues, room configurations, seating arrangements, signage, flags, security coordination, hospitality services, participant registration and other operational requirements, ensuring readiness prior to each event.
5. Conduct operational readiness assessments, maintain records of outstanding actions and prepare post-event reports identifying implementation outcomes, challenges, lessons learned and recommendations for improving the efficiency and quality of future events.

B. Protocol and Diplomatic Support

6. Coordinate and implement protocol arrangements for ACS statutory meetings, official functions and diplomatic engagements in accordance with established ACS procedures, applicable rules of procedure and recognised diplomatic practices.
7. In coordination with the Administrative and Travel Assistant - Plan, coordinate and oversee travel and accommodation arrangements for visiting dignitaries.

8. Serve as the operational focal point for protocol matters involving official delegations, including ambassadorial, ministerial and other high-level representatives, providing guidance on precedence, seating, flags, official greetings, introductions and ceremonial arrangements.
9. Identify and address protocol-related concerns in a timely and diplomatic manner, referring sensitive matters or issues requiring institutional decisions to the Secretary-General or other duly authorised official.
10. Prepare protocol briefings, guidance notes, and related documentation for the Secretary-General, Secretariat personnel and relevant stakeholders, and coordinate their implementation during official meetings and functions.

C. Interpretation Services

11. Identify and communicate the operational requirements for interpretation services at official meetings, including meeting schedules, language requirements, session arrangements, speaker coordination and other factors affecting interpretation delivery.
12. Coordinate with the IT Unit and other relevant personnel to ensure that interpretation requirements are incorporated into meeting plans, programmes and operational readiness assessments.
13. Provide operational support during meetings to facilitate the effective delivery of interpretation services, including coordination of session timing, floor management and communication of programme changes, without assuming responsibility for the technical operation or maintenance of interpretation systems.

D. Planning, Calendaring and Documentation Management

14. Maintain and regularly update the ACS Calendar of Meetings in English, Spanish and French, in coordination with the Secretary-General, Directorates and Heads of Units, and ensure the timely circulation of approved updates.
15. Coordinate the maintenance and dissemination of the ACS Glossary of Terminology, in collaboration with the relevant personnel, to promote consistency in the use of terminology across the Organisation's three (3) official languages.

16. Coordinate with the responsible Directorates and Units to facilitate the timely preparation, translation, quality review and dissemination of official meeting documentation, including invitations, agendas, programmes, and meeting outputs, as applicable.
17. Monitor documentation deadlines (pre and post meetings) and ensure that meeting materials comply with established ACS formatting, language and document management requirements prior to circulation.
18. Maintain organised records of meeting plans, correspondence, participant information, protocol arrangements and other relevant documentation in accordance with established Secretariat procedures.

E. Other Duties

19. Provide responsive logistical and protocol support to the Secretary-General and the Secretariat.
20. Perform other related duties as assigned, consistent with the scope and level of the position.

5. DURATION

The Consultancy would be for an initial period of six (6) months and may be renewed.

6. REMUNERATION

The consultant shall be paid monthly the sum of Two Thousand Five Hundred Dollars United States currency (US$2,500.00) tax free.

7. QUALIFICATIONS AND EXPERIENCE

- Master's degree (or equivalent) in Management, Business Administration, International Relations, Public Administration, or another relevant field. In the absence of a Master's degree, relevant work experience will be evaluated and considered.

- Approximately 3 to 5 years' experience at international or regional levels in servicing meetings, conferences or high-level events, including travel and logistical arrangements for participants and delegations.
- Demonstrated experience working in a protocol environment with exposure to diplomatic engagement.
- Experience supporting ministerial-level or ambassadorial engagements.
- Experience working in a regional or international organisation is an asset.
- Working knowledge of the Greater Caribbean region and context.

8. COMPETENCIES

- Professionalism and integrity in a multicultural environment and manage competing priorities.
- Confidentiality and trustworthiness.
- Excellent organisational, planning and time management skills.
- Strong attention to detail and commitment to quality.
- Ability to work under pressure.
- Communication and Interpersonal skills.
- Ability to manage multiple parallel tasks, adjust rapidly to last-minute changes, and perform effectively in high-pressure, time-sensitive environments.
- High standards of confidentiality, discretion and professionalism in handling sensitive information, VIP arrangements and official engagements.
- Proven capacity to organise and service statutory meetings, ministerial conferences and official events, including agenda flow, documentation circulation, interpretation coordination, travel and accommodation logistics, and on-site operational management.
- Demonstrated ability to use tracking tools and dashboards to monitor key metrics, action items, and implementation progress, and to produce accurate management reports.
- Advanced proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint) and or Google Workspace applications.

- Calendar management and executive office workflow coordination.

7. ADDITIONAL INFORMATION

The Consultant may be expected to travel in the course of his/her duties.

8. SUBMISSION OF DOCUMENTS

Candidates must present the following documents for consideration:

1. Full Curriculum Vitae;
2. University Degree certificate;
3. Language Proficiency certificates (not native tongue);
4. Names and contact information of three (3) referees.

Applicants must complete the **Applicant Job Profile Summary Form** included with the website vacancy. Failure to complete the Applicant Job Profile Summary Form will result in automatic rejection of the application. This form must be completed using either Adobe Acrobat or Adobe Acrobat Reader DC. Do not attempt to complete this document using any web browser.

Applications must be addressed to:

H.E. Noemí Espinoza Madrid
Secretary-General
Association of Caribbean States
5-7 Sweet Briar Road, St. Clair
PO Box 660, PORT OF SPAIN
Tel: 868-622-9575
Fax: 868-622-1653

And be submitted via the ACS' website www.acs-aec.org or by email to: hr@acs-aec.org

The details stated above outline the nature and level of the tasks normally assigned to this position. It does not constitute an exhaustive list of these tasks. Additional related duties may be assigned as necessary for the effective functioning of the Association.

Only electronic applications will be acknowledged. All your submissions via email must not exceed 5MB in size.

Due to the high volume of applications received, only short-listed candidates will be contacted for an interview. These candidates will also receive notice of the final outcome of the selection process.