



Australian Business Volunteers

POSITION DESCRIPTION AND SELECTION CRITERIA

Position title:	Program Officer (2 roles, 1 FTE each)
Current position holder:	None
Department / Portfolio:	Program Team – covering Pacific & Australia programs
Reporting to:	Program Directors (Australia/Pacific)
Supervisory role:	No
Works with:	<p>Internal – online & in-person</p> <ul style="list-style-type: none">• Program Directors• Program Coordinators• Program team/s staff (Aus & Pacific)• Business operations team• Volunteer engagement team <p>External – primarily online</p> <ul style="list-style-type: none">• Volunteer Skilled Business Professionals (SBPs)• Corporate partner and/or local implementing partner staff• Community/local business participants as required• Service delivery providers (insurance, medical, travel etc.)

PRIMARY OBJECTIVES OF THE POSITION

The Program Officer will work closely with the line manager (Program Director) and wider Program team to support the implementation of ABV's Australia and Pacific Programs and achievement of program outcomes through provision of administrative, coordination and technical skills.

THE WAY WE WORK

The Program Officer role collaborates with the Program, Volunteer Engagement and Operations teams to share skills and expertise in order to support the implementation of impactful locally led programs and projects.

ABV values collaboration and sharing of technical skills, experience and learning as an imperative to the delivery of consistent, quality outcomes across all programs and partnerships.

The way this happens:

- Clear accountability with a collective commitment to shared quality outcomes ('one team')
- Support and engage with Program Team to ensure seamless support to and oversight of program and project delivery, thereby improving resource efficiency and program effectiveness.
- Collaborative approach is necessary for cross-integration of skills, learning, specialist knowledge, risk management and innovation.
- Streamlined and consistent approach to capability building and volunteer (SBP) engagement.

KEY RESPONSIBILITIES AND DUTIES OF THE POSITION

Program delivery:

- Develop an in-depth understanding of program scope and particulars (i.e. timeframes, financials, risk plans, MEL (monitoring, evaluation and learning) frameworks, reporting requirements, etc.) as well as processes, policies, and documentation requirements to:
 - Collaborate closely and provide proactive support to in-country program and partner staff.
 - Maintain thorough program documentation including program calendar/schedule and milestones, and relevant databases.
 - Manage and facilitate the flow of project related information among program team members.
 - Support regular program monitoring activities, including implementation, data collation, analysis and/or reporting.
 - Support monitoring of direct budget expenses and budget acquittals as required.
- Coordinate the logistics for SBP and ABV staff visits, organising project events/workshops and program meetings, ensuring required program resources and equipment are always available
- Identify issues or risks (incl. volunteer welfare) and escalate to relevant program team member/Volunteer engagement team member to address (per the risk management plan/s for the program/s)
- Support the evaluation of program/s, as required, including logistics and coordination of evaluation activities and collation of data
- Lead, with support/guidance from Line manager, implementation of special projects as agreed

Volunteer / Partnership engagement:

- Upon recruitment of volunteers for a role, support and coordinate on-boarding and mobilisation processes including travel, visas, accommodation and allowances, volunteer agreements, assignment reporting, etc.
- Support volunteer project briefing and collaboration activities including providing relevant project documents, supporting online briefing sessions (incl. scheduling, recording and distributing recordings), with a view to leading these program briefing sessions within 3 months.
- Supporting volunteers and partner staff to upskill on ABV's shared platforms (incl. Teams, SharePoint, Outlook, Monday.com, MURAL, etc.).
- Support the monitoring and welfare management of volunteers during their placements, including regular check-ins, troubleshooting, etc. escalating issues as required to the line manager
- Provide tailored engagement support to agreed corporate partnerships, as defined and agreed with the line manager
- Support the collection and collation/analysis of feedback and insights from volunteers and partners for reporting on program performance

Business Development & Communications:

- Regularly review tender websites and identify opportunities for business development
- Participate in tender and grant application processes including research, design, development and review, as required
- Support communications activities as required, including collection of data, case studies, photos and other collateral as well as signed release waivers for ABV and partner communications
- Identify opportunities for continual improvement
- Any other duties reasonably required by the line manager.

ACCOUNTABILITIES

- Act as main point of contact for all engaged volunteers, per assigned program/s and/or project/s, supporting smooth engagement by ensuring all processes, logistics and documentation are followed to support the effective delivery of the program/project
- Deliver coordination and logistics activities to support successful program delivery
- Support program implementation activities including regular program monitoring activities



- Support regular budget monitoring activities, as assigned, ensuring regular acquittals throughout program cycle
- Ensure relevant standards, processes and regulations are upheld, including maintenance of compliance records
- Support the monitoring of risks and escalate issues as required to relevant program team member (per the risk management plan for each program/project)

KEY PERFORMANCE INDICATORS

- Consistent provision of professional, high-quality services as measured by:
 - Delivery on all agreements made with line manager (short, medium, long term)
 - Timely and cost-effective delivery of all project logistics
 - High engagement levels of volunteers
 - Positive relationships built with all key stakeholders associated with the role
 - Positive formal feedback from colleagues, partners, volunteers, and communities on services provided.
- Timely and accurate maintenance of relevant program documentation and organisational databases
- Timely monitoring and escalation of issues/risks which could affect program effectiveness to relevant program team member/s (per risk management plan)
- Identification of learning opportunities and initiative taken to engage in growth of competencies
- Compliance with all ABV policies and procedures

BUDGET AUTHORITY

- Mobilisation expenses in line with agreed program/project budget/s

SELECTION CRITERIA

Essential Requirements

- Formal qualifications in a relevant field e.g., community or international development, project management, business administration or similar.
- Minimum 3 years' experience in project coordination, program administration and/or operating procedures such as developing and managing project scheduling, budgeting, monitoring and progress reports.
- Proven experience and success working cross-culturally (First Nations and/or Pacific community experience desirable)
- Basic financial understanding including budgeting, revenue and costs
- Demonstrated effective teamwork skills while working remotely
- Ability to independently manage workload, including managing multiple priorities under tight timeframes and proactively troubleshooting to meet short- and long-term deadlines.
- Excellent interpersonal, written, and verbal communication skills.
- Demonstrated attention to detail with excellent analytical and creative thinking skills.
- Comfortable working online and highly competent in use of word processing, spreadsheet, video conferencing and project management tools.
- Ability to work with database applications such as Salesforce and Monday.com.

Desired requirements

- Experience coordinating community and/or international development projects.
- Experience in volunteer engagement and/or coordination.
- Customer service delivery experience

To apply: please submit a cover letter addressing the criteria along with an up-to-date CV to staffrecruitment@abv.org.au using the subject line: Program Officer - Melbourne / Brisbane / Sydney