

Australian Volunteers International

Role Profile

POSITION TITLE: Project Coordinator	CLASSIFICATION: AVI Band 3 Salary Package circa \$55-60K (plus tax-free benefits)	SECTION & UNIT: International Services	DATE: September 2010
REPORTS TO: PACTAM Project Manager		ROLES REPORTING TO THIS ONE: N/A	
KEY OBJECTIVES:			
<ul style="list-style-type: none"> To coordinate at least three country programs for the PACTAM contract, and other projects as required To contribute to business development through participation in developing proposals, tenders and capacity statements 			
DECISION MAKING:			
<ul style="list-style-type: none"> Decision-making regarding the day-to-day coordination and administration of program support from Melbourne Coordination of relationships and operations relating to country of responsibility Proactively determine the most appropriate approach to resolution of operational issues within organisational policy/frameworks/guidelines and subject to management supervision Monitor risk issues impacting or affecting the country of responsibility and recommend action as appropriate In consultation with the PACTAM Project Manager address contractual compliance, critical incident and deployee management issues as they arise 			
POSITION DIMENSIONS:			
<ul style="list-style-type: none"> At least 3 PACTAM country programs Other projects as determined by the requirements of the PACTAM Plus team 			
SELECTION CRITERIA:			
Knowledge & Experience			
<ul style="list-style-type: none"> Relevant tertiary qualifications or equivalent relevant experience – qualifications relating to project management will be highly regarded Proven experience in coordinating contracted projects with Australian government agencies and other funders, ideally in an international development context Cross-cultural awareness and understanding of international development issues and challenges confronting the Pacific region Understanding of and commitment to, AVI's mission, values and corporate objectives* Understanding of and commitment to, EEO, Child Wise and privacy principles 			
Skills & Attributes			
<ul style="list-style-type: none"> Strong writing and administrative skills, particularly in relation to project coordination, procedures and processes Excellent interpersonal, communication, networking and influencing skills Capacity to represent an organisation's ethos and capabilities with senior government officials (Australia and Pacific Island Countries) Demonstrated ability to respond to a variety of personnel issues in a consistent and effective manner using sound judgement and problem solving High level of competency in word processing, spreadsheets, and database software Excellent organisational and time management skills Ability to take initiative and propose practical solutions Demonstrated ability to work effectively as a team member 			

Australian Volunteers International

Role Profile

KEY RELATIONSHIPS/ INTERACTIONS: Internal <ul style="list-style-type: none"> • International services management and staff in Melbourne and overseas • Business Services staff to coordinate financial management and insurance interactions • Learning & Development Services team re: in country meetings and deployee development External <ul style="list-style-type: none"> • Project funder representatives • Deployees • Customer Care re critical incident management • Employers and central authorities re critical care incidents and volunteer management issues • Service providers in Australian and in country 		KEY CHALLENGES: <ul style="list-style-type: none"> • Coordinating procedures and systems relevant to a number of countries • Managing a complex set of resources, remotely • Balancing expectations of stakeholders within contract requirements
KEY ACCOUNTABILITIES		
KEY RESULT AREA	MAJOR ACTIVITIES	
Project Management Quality	<ul style="list-style-type: none"> ▪ In consultation with Project Manager, update Country notes and Country Security Plans (annually) ▪ Compile regional resources (e.g. Pacific Partnerships for development, memorandum of understandings) ▪ In consultation with training team, review briefing materials to ensure accuracy and completeness ▪ Compile feedback from briefings, orientations, and exit interviews to assist in continuous improvement. ▪ Request and compile feedback from AusAID posts regarding quality of 6 monthly reports ▪ Research and develop new project resources as required, e.g. ICOP – deployee handbook • Monitor, and evaluate performance of in-country service providers across the program, to service levels agreements 	
Risk Management	<ul style="list-style-type: none"> ▪ Work closely with Project Manager to assist in maintaining comprehensive and high level country risk assessments and security advice ▪ Communication/dissemination of security information ▪ Coordination and facilitation of support and intervention for deployees on assignment ▪ Coordinate critical incident response In cases of country/regional critical incidents, support Project Manager to ensure implementation of communication strategies to all key stakeholders (including AusAID Post/Desk, host employers, deployees and family members) ▪ Support evacuations as required ▪ Identify and respond to risk issues according to AVI Risk Management Framework and policy ▪ Documentation of risk response activities, and contribute to evaluations and broader processes, providing recommendations to Project Manager for continuous improvement ▪ Provide support to and present in relevant pre-departure briefing sessions as required 	
Project Coordination	<i>For countries of responsibility:</i> <ul style="list-style-type: none"> • Represent AVI at meetings with AusAID, government agencies, overseas partners and service providers. • Promote the organisation's profile and actively seek possibilities of partnership and cooperation with international agencies, government agencies, NGO's and the international business community 	

Australian Volunteers International Role Profile

	<ul style="list-style-type: none"> ▪ Ongoing liaison and negotiation with AusAID post regarding deployee contract issues and new requests • Achieve optimum level of new assignments as agreed in annual operational plans • Ensure the recruitment and briefing strategies and processes are appropriate and inclusive of the development partner and AusAID Post at all stages • Monitor project deployee performance on assignment and complete scheduled monitoring and evaluation reports per contract requirements • Ensure that field visits are effectively planned and budgeted for, and undertaken in a timely manner, in line with key interventions in PACTAM project cycle • Maintain a comprehensive and up to date knowledge and awareness of country/regional issues and trends ▪ Initiate and maintain an active support relationship with deployees on assignment and provide mentoring and support as required
Management Reporting & Support	<ul style="list-style-type: none"> ▪ Assist Project Manager in preparing reports for funders, senior management, the AVI Board as required • Compile and analyse Country Consolidated Reports for countries of responsibility
Business Development	<ul style="list-style-type: none"> • For PACTAM countries, actively pursue additional placements through stakeholder consultation • Actively seek programmatic linkages (both internal and external) to existing or past deployee placements • Identify, investigate and document new program/project opportunities consistent with AVI's purpose and objectives • Seek and identify opportunities to market the capabilities of AVI programs • Participate in the design and presentation of proposals and bids as appropriate

Any other information relevant to this particular position

- This position is offered on a 2-year maximum term basis, concluding by November 2012.
- Positions in the PACTAM team are assigned countries of responsibility. These may be changed from time to time in order to more effectively share workload across the team.
- Up to 8 weeks international travel per year for business development, contractual compliance, deployee support, in-country meetings and crisis support as required.

*Understanding of and commitment to AVI's mission, values and corporate objectives to be demonstrated in part through the following cultural attributes and associated behaviours:

- Teamwork : attendance and active participation in team/organisational meetings and rostered activities; demonstrating flexibility in response to changing organisational requirements and providing reasonable ad hoc support to colleagues as requested - including occasional reception relief
- Performance & Achievement : alignment to corporate objectives; results orientation
- Continuous Improvement & Innovation: demonstrating personal initiative; sharing information & lessons learnt; participation on various ongoing or short-term cross-organisational working groups eg. OH&S, Information Management, Business Excellence / Quality
- Challenge & Development: participation in organisationally-required learning and development activities/programs
- Leadership: participation in leadership development activities and taking opportunities to model leadership behaviours (across all levels of the organisation)