



Australian Business Volunteers

POSITION DESCRIPTION AND SELECTION CRITERIA

Position title:	Program Officer
Current position holder:	None
Department:	Program Team
Reporting to:	Program Director
Supervisory role:	No
Works with:	<p>Internal</p> <ul style="list-style-type: none">• Senior Program Managers• Program Directors• Program teams• Business Operations team• Volunteer Engagement team <p>External</p> <ul style="list-style-type: none">• Skilled Business Professionals (volunteers)• Corporate partners and volunteers• Service delivery providers (insurance, medical, travel etc.)

PRIMARY OBJECTIVES OF THE POSITION

The Program Officer will work closely with Senior Program Managers and Program Directors and wider Program team to support the implementation of the programs and achievement of project and program outcomes through provision of administrative, coordination and technical skills.

KEY RESPONSIBILITIES AND DUTIES OF THE POSITION

Program delivery:

- Support the effective implementation of programs through maintenance of and input to key processes, documentation, and databases.
- Coordinate the logistics for field visits, running program events, workshops, and meetings.
- Identify problems, issues, or risks (incl. volunteer welfare) and escalate to relevant person.
- Support regular project and program monitoring activities, including implementation, data collation, budget analysis and reporting.
- Support the evaluation of project and programs, as required, including logistics and coordination of evaluation activities and collation of data.

Volunteer and Partnership engagement:

- Support and coordinate volunteer on-boarding and preparation.
- Support the monitoring and welfare management of volunteers on assignment, including regular check-ins, escalating issues as required.
- Support communications activities as required, including collection of data, case studies, photos, and other collateral for ABV and partner communications.
- Any other duties reasonably required by the line manager.

ACCOUNTABILITIES

- Ensuring all processes and documentation are followed to support the effective delivery of the program.
- Delivering effective and efficient coordination and logistics activities to support successful program delivery.
- Ensuring regular and accurate budget reporting and acquittals throughout program cycle.
- Contributing to the effective and timely monitoring of risks and escalate issues as required.

KEY PERFORMANCE INDICATORS

- Consistent provision (at least 80%) of professional, high-quality program management outcomes.
- Program management is informed of all program issues on a timely basis (no surprises).
- Positive formal feedback from colleagues, partners, volunteers, and communities on services provided.
- Identification and initiative taken for skills development to grow own competencies.

BUDGET AUTHORITY

- None

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 management and administration.
- Basic financial understanding including budgeting, revenue, and costs
- Ability to work effectively as a team member and independently manage workload.
- Ability to manage multiple priorities under tight timeframes, troubleshoot, and to meet short- and long-term deadlines.
- Excellent interpersonal and written and verbal communication skills.
- Demonstrated attention to detail with excellent critical, creative thinking and analytical 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.

Desired requirements

- Experience managing community or international development projects.
- Experience in volunteer engagement or management.
- Proven experience and success working cross-culturally.



I have read the above Position Description and it has been fully explained to me by my manager/supervisor. I understand that I may, on occasion, be required to perform tasks not stated above. I clearly understand the role and its expectations.

Position Incumbent:	Name _____ Date ____/____/____
	Signature _____
Manager /Supervisor:	Name _____ Date ____/____/____
	Signature _____
CEO	Name _____ Date ____/____/____
	Signature _____