

Senior Coordinator (On Program), New Colombo Plan Program Support Unit

Expected Start Date	1 July 2026	Expected End Date	30 June 2029
Duration	Three years	Location	Adelaide preferred
Reports To	Manager, Scholarships (On Program)	Classification	Level 15

Palladium is a global development and consulting firm, part of the GSI Consulting Group, working alongside some of the world's leading project management and engineering organisations. We partner with governments, businesses, investors and communities to design and deliver complex programs that create lasting impact. With a presence across more than 90 countries, Palladium offers the opportunity to work on meaningful challenges, alongside talented colleagues, in environments where your work can truly make a difference.

Program overview

The New Colombo Plan (NCP) plays a key role in supporting the Australian Government's objectives in building Asia capability. It aims to lift the Indo-Pacific capability and Asia literacy in Australia by supporting Australian undergraduates to undertake study, language learning and internships in the Indo-Pacific.

NCP alumni contribute their Indo-Pacific capability and Asia literacy to Australia's enduring engagement in the Indo-Pacific region. This is achieved through three complementary grants programs: the Scholarship Program, Mobility Program and Semester Program.

The NCP is administered by Palladium on behalf of the Department of Foreign Affairs and Trade (DFAT) via the Program Support Unit (PSU) under the Australia Awards Global Support Mechanism (AAGSM). The AAGSM provides operational and technical support services to DFAT's International Education and Scholarships Branch, with two End of Investment Outcomes (EOIOs):

- EOIO 1 - Operational Support: High quality and efficient administrative and standard business support services provided to DFAT.
- EOIO 2: Technical Support: High quality, coherent, consistent and fit for purpose technical support services that also promote gender equality, disability and social inclusion outcomes throughout DFAT's international scholarship programs network.

The NCP PSU supports DFAT's New Colombo Plan Secretariat (NCS) with high-quality grant administration and management consistent with the Commonwealth Grant Rules and Principles. Support service delivery includes end-to-end grants cycle and funds management, as well as technical support in Monitoring, Evaluation and Learning (MEL), alumni engagement, communications, events management, business sector engagement and risk management.

Purpose of position

The Senior Coordinator, Scholarships (On Program) leads a team of Scholarship Coordinators responsible for managing pre-departure preparation and the full "on-scholarship" experience of NCP scholars assigned to particular regions or countries within the Indo-Pacific. This role operates alongside another regional Senior Coordinator, working together to ensure a consistent, high-quality approach to scholar management across all regions and countries.

The Senior Coordinator and team support NCP scholars to successfully complete their approved scholarship program through providing strong operational leadership, proactive case management, and ensuring compliance with NCP Guidelines and DFAT requirements in a growing and changing operating environment.

The position has a strong change and systems focus. It is responsible for helping shift scholar support away from a personalised pastoral care model toward a modern, grants-based approach that promotes scholar self-reliance, clear accountability, and early identification of risk. The role plays a key part in embedding new systems, tools and ways of working; uplifting scholars' understanding of their responsibilities; and ensuring operations are scalable, efficient and fit for purpose as scholar numbers grow.

Primary responsibilities

Team supervision and operational leadership

- Supervise and support a team of Scholarship Coordinators, each responsible for a defined scholar caseload, while personally managing a limited caseload, setting clear expectations for workload management, service standards and decision-making.
- Lead the team through significant systems and process changes, particularly during the first year, ensuring clear, practical guidance is provided and consistently applied.
- Manage escalated cases, provide coaching, quality assurance and feedback and support onboarding, training and workload planning to ensure a consistent and scalable approach to scholar management.

Scholar management and program delivery

- Lead the delivery of scholar management services for NCP scholars, covering pre-departure preparation and the full duration of the scholarship period, in line with NCP Guidelines and program requirements.
- Coordinate pre-departure preparation and standardised scholar communications to support scholar self-reliance, accountability and effective management of approved scholarship activities across all caseloads.
- Apply a consistent, grants-based case-management approach, including managing more complex or higher-risk cases and adapting practices as new systems are embedded.
- Coordinate with finance and relevant PSU teams to ensure accurate administration of scholar entitlements and appropriate recording in systems, including adjusting workflows as systems change.

Risk, compliance and quality assurance

- Support effective management of scholar risks and incidents across team caseloads, ensuring risk and incident recording is accurate and complete, and matters are escalated appropriately.
- Implement and reinforce an uplifted approach to risk, safety and safeguarding, in line with findings from recent risk reviews and guidance developed by the Risk, Safety and Safeguarding Manager, including supporting staff engagement with new training and tools.
- Ensure timely, accurate recording of scholar data, decisions and interactions for all caseloads, supported by routine quality checks and spot reviews.
- Support consistent application of privacy, fraud control and compliance requirements as they relate to scholar management.

Stakeholder engagement and continuous improvement

- Act as a key operational contact for day-to-day scholar matters in the assigned region, including direct engagement on scholars within own caseload on matters requiring escalation.
- Prepare and contribute to clear, well-evidenced advice and reporting inputs on scholar cases, trends and system impacts for escalation to the NCP Secretariat in DFAT.
- Identify recurring issues, procedural gaps or system-related inefficiencies, and propose practical improvements to support consistency, efficiency, compliance and continuous improvement.

Other Responsibilities

- Comply with and promote DFAT policies across all aspects of implementation, including Gender Equality, Disability and Social Inclusion (GEDSI), safeguarding, fraud and anticorruption, the Commonwealth Grants Rules and Principles (CGRPs), the Australian Privacy Principles, the Protection from Sexual Exploitation, Abuse and Harassment (PSEAH), child protection, and environmental and social safeguards.
- Ensure any additional scholarship support services requested by DFAT are integrated and delivered to a high quality.
- Actively participate and engage in relevant Palladium led initiatives and development opportunities, to ensure consistency with Palladium approaches and practices, and compliance with systems and processes.
- Other tasks as reasonably requested by the Manager, Scholarships (On Program).
- Undertake local travel as required.

Delivery principles

- One Team – committed to the One Team approach to achieving EOIOs, modelling intentional and open communication, collaboration and shared problem solving, strength in differences and a learning culture.
- Client focused delivery – contribute to the provision of sophisticated services which are client, solutions and outcomes focused.
- Flexible and responsive – adopt a flexible and responsive approach to service delivery, responding to evolving priorities and focusing on continuous improvement, proactively identifying opportunities for improved quality, efficiency and outcomes.
- Ethics and Integrity - operate with high levels of integrity, consistent with the intent of DFAT's Ethics, Integrity and Professional Standards Policy Manual.

Relationships and accountability

The position of Senior Coordinator (Scholarships, On Program) will:

- Report into the Manager, Scholarships (On Program) and is required to attend all internal and external meetings as contractually required and for the purposes of the position.
- Contribute to all relevant reports for Palladium and DFAT requirements.
- Establish and maintain open, collegial and professional working relationships and proactive communication with internal and external stakeholders.
- Carry a moderate degree of autonomy.

Qualifications, capabilities and experience required

- Demonstrated excellence in support services functions and stakeholder engagement to maintain engaged and productive relationships.
- Experience working with a government-funded program, and/or experience working in a higher education or international education environment.
- Experience in grants administration highly desirable.
- Demonstrated experience managing complex caseloads, including balancing competing priorities, applying guidelines consistently, and supporting individuals to meet their responsibilities.
- Ability to supervise staff, set clear expectations, provide practical coaching and feedback, and support teams to deliver consistent, high-quality services.
- Proven ability to implement and adapt to systems and process change, translating new requirements into practice.

- Sound understanding of compliance, risk, safety and safeguarding responsibilities, including ability to maintain accurate records, and escalate incidents appropriately.
- Excellent interpersonal and social skills including cross-cultural experience and communication skills, business writing skills and the ability to influence a wide range of stakeholders.
- Relevant tertiary qualifications in management, business administration, public policy, information management or a related discipline, or equivalent professional experience.

Core capabilities

Palladium's Core Capability Framework for APAC Projects outlines the standard of performance and behaviours expected at each level within the organisation.

It is recommended that all employees are familiar with the capabilities expected of them at their level as the framework will be utilised to optimise performance.

Approval

Reviewed by:		Date:	
Approved by:		Effective date:	