

## AVI Position Description

<b>POSITION TITLE:</b> Program Effectiveness Manager	<b>CLASSIFICATION:</b> AVI Band 5  <i>Fixed term to 31 March 2027</i>	<b>PROGRAM:</b> Australian Volunteers Program, AVI	<b>DATE:</b> May 2026
<b>LOCATION:</b> Melbourne pref but other locations considered	<b>REPORTS TO:</b> Deputy Program Director (Program Performance)	<b>POSITIONS REPORTING TO THIS ONE:</b> Change and Effectiveness Lead x 2 Operational Systems Manager Program Support Coordinator	
<b>ORGANISATION</b> <p>AVI is an Australian not-for-profit organisation committed to achieving economic and social development outcomes across Asia, the Pacific and the world. AVI believes in self-determination with locally owned and led change. We work for a peaceful, sustainable and just world by partnering with people and organisations to share skills, knowledge and experience to achieve the positive change and development goals they seek.</p>			
<b>KEY OBJECTIVE:</b> <p>This is a senior role in the Australian Volunteers Program. The Program Effectiveness Manager provides strategic direction and advice to program leadership and DFAT to both enhance and maintain the operations and effectiveness of the Australian Volunteers Program through to end of program in June 2027. The Manager oversees the Program Effectiveness Team which leads cross-program efforts to systematically identify and progress strategic priorities, and adapt the program's approaches, systems and practices, to deliver the best possible development outcomes. The Program Effectiveness Team also aims to facilitate the effective transition of the program into its next phase in mid-2027.</p>			
<b>RELATIONSHIPS AND INTERACTIONS:</b> <b>Internal</b> <ul style="list-style-type: none"> <li>• Program Leadership Team</li> <li>• Regional Directors</li> <li>• CEO/Contractor Representative,</li> <li>• Program Managers (overseas)</li> <li>• MEL Team</li> <li>• AVI Corporate teams (P&amp;C, Finance, ICT)</li> </ul> <b>External</b> <ul style="list-style-type: none"> <li>• DFAT</li> <li>• Program partners</li> </ul>		<b>PHYSICAL DIMENSIONS:</b> This role requires the ability to: <ul style="list-style-type: none"> <li>• Sit or stand for long periods, as well as regular bending, crouching and reaching.</li> <li>• Use an appropriate lifting technique to manually handle office files and items.</li> <li>• Operate a computer accommodating reasonable adjustments.</li> <li>• React to a display (computer screen) throughout the workday.</li> <li>• Use a telephone within reasonable adjustments (including use of headset).</li> </ul>	
<b>DECISION MAKING:</b> This role works to the Deputy Program Director (Program Performance) and is a member of the Program Leadership Team. The role will perform and oversee tasks consistent with the expectations set by AVI, DFAT and the Australian Volunteers Program. The role		<b>POSITION DIMENSIONS:</b> The role manages a team of up to 4 staff, leads the development of the team workplans, allocates projects across the team, and ensures the relevance and quality of work undertaken.	

informs the strategic direction of work, exercises delegations and makes decisions without consultation with the direct Manager.		
<b>KEY CHALLENGES</b> <ul style="list-style-type: none"> <li>• Influencing DFAT and key stakeholders on strategic directions for the Australian Volunteers Program</li> <li>• Identifying and designing cross-program projects to deliver tangible strategic and operational improvements</li> <li>• Engaging stakeholders to build internal consensus and support for change</li> </ul>		
<b>VALUES:</b> We expect all our employees demonstrate the ability to uphold AVI Values through behaviour, leadership, and projects. Our Values are: Equity and Social Justice Diversity and Inclusion Integrity Partnership Solidarity Respect		
<b>KNOWLEDGE AND EXPERIENCE REQUIREMENTS</b> Knowledge and demonstrated experience in: <ul style="list-style-type: none"> <li>• Developing strategies, concepts and/or initiatives in the volunteering or international development sectors, and creating and leading actionable plans for their delivery</li> <li>• Leading cross-organisational teams and working effectively in a multi-country, cross-cultural program environment</li> <li>• Managing people-centred organisational, system and process change and capacity development</li> <li>• Ongoing improvement of business systems and processes from a user perspective</li> <li>• Leading, coaching and overseeing the work of a team of professionals to deliver agreed outcomes</li> <li>• Sound knowledge of international volunteering and the role of volunteerism in international development</li> <li>• Strong networking and relationship management experience</li> </ul>		
<b>Skills &amp; Attributes</b> <ul style="list-style-type: none"> <li>• Exceptional stakeholder management skills for collaboration, cooperation and influence</li> <li>• Effective project management skills</li> <li>• Highly developed strategic and operational planning capability</li> <li>• Communication, negotiation and consensus-building</li> <li>• Ability to work well in a flexible environment coupled with a high tolerance for ambiguity and complexity</li> </ul>		
<b>Qualifications</b> <ul style="list-style-type: none"> <li>• Relevant tertiary qualifications in Program/Project Management, International Development/ International Relations and/or equivalent experience</li> </ul>		
ACCOUNTABILITIES		
KEY RESULT AREA	KEY ACTIVITIES	PERFORMANCE MEASURES
<b>Program Effectiveness Implementation</b>	<ul style="list-style-type: none"> <li>• Oversee the delivery of the Program Effectiveness team, its pipeline and portfolio of work</li> <li>• Explore strategic opportunities to trial or explore changes to the program that have potential to position the program for the future – recognising constraints in the final year of the current program.</li> </ul>	<ul style="list-style-type: none"> <li>• Role of the Team is well articulated and understood across the program</li> <li>• Team workplans are integrated with those of other teams as needed</li> </ul>

	<ul style="list-style-type: none"> <li>• Oversee effective change management strategies and operational plans to encourage and support continuous improvement and adaptation across the program's countries of operation and key functional areas</li> <li>• Ensure an approach to delivery that positively engages and empowers staff across the program</li> <li>• Develop an understanding of where operational and/or surge support may be required in the final year of the program to support the transition to the next program and develop projects to provide this support</li> </ul>	<ul style="list-style-type: none"> <li>• Existing projects brought to completion with demonstrable benefits</li> <li>• Tailored and targeted support for transition activities is available to teams across the program</li> </ul>
<b>Strategy &amp; Planning</b>	<ul style="list-style-type: none"> <li>• Provide strategic advice to the Program Leadership Team and DFAT on opportunities for the program to improve its own systems, approaches and practice</li> <li>• Identify emerging trends in international and domestic volunteering, aid and development, and international relations to inform the program's strategic responses to changing context</li> <li>• In collaboration with others, identify and address the need for changes or improvement to business systems, processes and guidance, and oversee the delivery of support to teams across the program</li> <li>• Liaise with the AVI ICT team to appropriately prioritise and implement ongoing systems maintenance and continuous improvements</li> </ul>	<ul style="list-style-type: none"> <li>• DFAT and key sector stakeholders perceive the program as knowledgeable, proactive and delivering best practice</li> <li>• Business systems and processes support program implementation</li> </ul>
<b>Relationship Management &amp; Stakeholder Engagement</b>	<ul style="list-style-type: none"> <li>• Foster key strategic relationships (internally and externally), implement strategies to build buy-in and support from key stakeholders for new initiatives and ensure activities are delivered in a collaborative manner</li> <li>• Identify or create dialogue and collaboration opportunities for the program to contribute and showcase its learning on volunteering and/or on responding to emerging international development priorities.</li> </ul>	<ul style="list-style-type: none"> <li>• Positive feedback and engagement from internal stakeholders</li> <li>• Opportunities taken to position the program within the sector</li> </ul>

<p><b>Leadership &amp; Team Work</b></p>	<ul style="list-style-type: none"> <li>• Lead, provide direction and motivation for Program Effectiveness team members and develop annual work plans, roadmaps and professional development opportunities for team members</li> <li>• Create a team environment of psychological safety, necessary to foster and model effective change and collaboration practices</li> <li>• Lead teams of program staff (direct reports and those working as part of a cross-program team) and external consultants</li> <li>• Work flexibly and collaboratively across the Program Leadership Team to provide high level support to program initiatives and priorities as required</li> <li>• Engage in continuous learning and contribute positively to a collaborative and respectful working environment aligned with the culture and values of AVI.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff feedback</li> <li>• Clear, equitable workplans</li> <li>• Positive and collaborative team culture</li> </ul>
<p><b>ADDITIONAL REQUIREMENTS:</b></p> <ul style="list-style-type: none"> <li>• In addition to the above, all other duties and responsibilities are to be performed as required and consistent with this role</li> <li>• This role may require some work outside of regular hours</li> <li>• This role may require interstate or international travel up to 12 weeks per year, subject to organisation and government restrictions due to COVID-19</li> <li>• Understanding of, and commitment to, EEO and privacy principles</li> <li>• A Background and Security and commercial credit check will be performed as a requirement of this role</li> <li>• An offer of employment to this role may be subject to a satisfactory criminal record check. This may include require appropriate international police clearances if you have lived in a country (or countries) outside of Australia for a period of more than 12 months in the last five (5) years</li> <li>• Continued employment may be subject to additional security checks from time-to-time</li> </ul>		