

**AVI Position Description – Volunteer & Learning Support Coordinator**

<b>POSITION TITLE:</b> Volunteer and Learning Support Coordinator	<b>CLASSIFICATION:</b> AVI Band 3	<b>PROGRAM:</b> Australian Volunteers Program	<b>DATE:</b> July 2026
<b>LOCATION:</b> Melbourne	<b>REPORTS TO:</b> Learning and Professional Development Lead	<b>POSITIONS REPORTING TO THIS ONE:</b> N/A	
<b>KEY OBJECTIVE:</b> Provide administrative and people-centred interpersonal support to program participants and teams at various stages of the volunteer journey, with a focus on pre-assignment administration, learning event support, and end of assignment service and support. This role supports a high-quality onboarding and learning experience for program participants, ensures participants are well supported at the end of assignment, and contributes to continuous improvement of learning, volunteer services and support activities.			
<b>RELATIONSHIPS AND INTERACTIONS:</b> <b>Internal</b> <ul style="list-style-type: none"> <li>• Learning and Development team</li> <li>• Operations Support team (L&amp;D, Safeguarding, Compliance and Assurance, Systems and Processes)</li> <li>• Volunteer Services team (Recruitment and Onboarding teams)</li> <li>• Country Office Program teams</li> <li>• Inclusion team</li> <li>• Public Diplomacy team</li> <li>• Global Risk and Security team</li> <li>• Monitoring, Evaluation &amp; Learning team</li> <li>• Deputy Director, Australian Volunteers Program</li> <li>• Program Director, Australian Volunteers Program</li> </ul> <b>External</b> <ul style="list-style-type: none"> <li>• DFAT</li> <li>• Volunteers</li> <li>• L&amp;D external facilitator</li> <li>• Suppliers for venues, catering and transport, (on an exception basis)</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>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			

**KEY CHALLENGES**

- Effective management of multiple concurrent activities and competing priorities

**KNOWLEDGE AND EXPERIENCE REQUIREMENTS**

**Experience, skills and attributes**

- Strong understanding of and experience in administration service provision and logistics in a professional, and preferably global context
- Strong people-centred interpersonal and communication skills with a customer service focus and ability to listen and respond effectively and sensitively to a diverse range of experiences and requests
- Strong organisational skills with experience coordinating events and providing reliable logistical, practical, and administrative support in dynamic in-person and online settings
- Experience with online presentation and webinar platforms, including Zoom
- Excellent collaboration, communication and influencing skills and the ability to gain cooperation from internal and external stakeholders
- Experience with management of databases and administration of CRMs (*Salesforce desirable*)
- Proven administration skills, including attention to detail, versatile with ability to effectively prioritise tasks
- Experience with cloud-based technology (including Office 365, SharePoint) and proficient use of associated applications
- Experience with learning management system administration and reporting (desirable)

**Knowledge of and commitment to:**

- Working in an international development and/or volunteer support context (desirable)
- The underpinning values, goals and objectives of the Australian Volunteer Program
- EEO, safeguarding and child protection and privacy principles

**Qualifications**

- Relevant tertiary qualifications in business administration, HR administration, project coordination and/or equivalent experience.

**ACCOUNTABILITIES**

KEY RESULT AREA	KEY ACTIVITIES	PERFORMANCE MEASURES
<b>Pre-assignment volunteer and learning support</b>	<ul style="list-style-type: none"> <li>• Monitor briefing enrolments, prepare monthly templates and participant communications.</li> <li>• Monitor and follow up outstanding requirements.</li> <li>• Respond to participant queries and direct as required.</li> <li>• Liaise with recruitment, onboarding and L&amp;D to coordinate activities and support additional needs of participants.</li> <li>• Maintain up to date handbooks and procedural guides.</li> </ul>	<ul style="list-style-type: none"> <li>• Timing and quality expectations met for resolving and responding to queries received</li> <li>• Briefing enrolment and administration activities occur at required timeframes (as per L&amp;D procedures and handbooks)</li> <li>• Stakeholder feedback</li> </ul>

<p><b>Learning event support and logistics</b></p>	<ul style="list-style-type: none"> <li>• Participate in monthly briefing preparation meetings.</li> <li>• Coordinate and support event logistics as required including liaising with vendors, staff, and DFAT, venue set up and pack down (room or zoom), catering, materials, and merchandise.</li> <li>• Provide practical support to event facilitator and presenters as required (in room support and/or technical online support)</li> <li>• Respond to queries during events and direct as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Monthly briefing meetings attended</li> <li>• Briefing logistics and support activities occur as planned, within required timeframes and any issues proactively resolved</li> <li>• Stakeholder feedback (internal and participant surveys)</li> <li>• Timely processing of supplier invoices</li> </ul>
<p><b>End of assignment administration and support</b></p>	<ul style="list-style-type: none"> <li>• Monitor return volunteer email inbox and triage queries</li> <li>• Work with in-country teams to monitor needs of returning and returned participants.</li> <li>• Prepare communications and support end of assignment activities (flight queries, closing portal, reimbursements and statements of service)</li> <li>• Provide end of assignment check in calls with participants.</li> <li>• Monitor post assignment workshop registrations and support workshop planning, administration and delivery.</li> <li>• Capture end of assignment data/insights and work with L&amp;D lead to support ongoing learning needs analysis.</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Timeline and quality expectations met for resolving and responding to queries received</li> <li>• Timely processing of reimbursements (sent for approval within 2 weeks of receipt)</li> <li>• Stakeholder and participant feedback (post assignment workshop surveys)</li> </ul>

<p><b>Team Work</b></p>	<ul style="list-style-type: none"> <li>• Develop and maintain proactive and productive working relationships with both internal and external stakeholders</li> <li>• Communicate information as appropriate with relevant team members and to ensure they have up-to-date information</li> <li>• Participate in team activities and meetings demonstrating respect and consideration for individual experience and expertise.</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>• Mutually respectful and collaborative working relationships within and between teams</li> <li>• Feedback from stakeholders</li> </ul>
<p><b>ADDITIONAL REQUIRMENTS:</b></p> <ul style="list-style-type: none"> <li>• In addition to the above, any and 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>• A Background and Security 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>		