



POSITION DESCRIPTION

TITLE	Regional Programs Officer
RESPONSIBLE TO	Head of Program Operations
LOCATION	Melbourne. Must hold the right to work in Australia.
EMPLOYMENT DETAILS	1.0 FTE role 24 months
CLASSIFICATION	SCHADS 3

Introduction

WaterAid's vision is of a world where everyone, everywhere has access to safe and sustainable water, sanitation and hygiene. Our mission is to change lives by improving access to safe water, sanitation and hygiene (WASH) in communities around the world. WaterAid works with partners to maximise its impacts for policy change/influence.

WaterAid works through supporting local organisations and government authorities to design and demonstrate appropriate and sustainable WASH programs. WaterAid also seeks to influence policy change through government and other key sector actors to secure and protect the right of people to safe, affordable water and sanitation services.

Everything we do is shaped by our six values:

- Integrity
- Respect
- Collaboration
- Courage
- Accountability
- Innovation

WaterAid Australia works within a federated international NGO structure, and is the WaterAid international member responsible for managing country programs in South East Asia and the Pacific. WaterAid supports the management and implementation of Australia-based donors, corporate, philanthropic, and international entities.

WaterAid Australia is seeking a motivated and experienced Program Officer within the Policy and Programs team to support the implementation of safe, quality, and impactful programs. The successful candidate will provide administrative and operational support to the Policy and Programs team to ensure quality project management and compliance across a portfolio of projects being implemented in Cambodia, Papua New Guinea, Timor-Leste and the Asia Pacific region.

WaterAid is a child safe organisation. We recognise that we must meet community expectations and the trust placed in our personnel to maintain the highest standards of conduct with children. Therefore, all positions within WaterAid are required to comply with our Child Safeguarding Policy and Code of Conduct.

WaterAid is committed to protection from sexual exploitation and abuse in everything we do. The values and standards we uphold are highlighted in our Global Code of Conduct. All positions within WaterAid are required to comply with our Global Code of Conduct.

Position Summary

The Program Officer sits within the Program Operations Team, which is a key function of the WaterAid's Policy and Programs team. The specific purpose of this team is to support programming across WaterAid Australia's country programs, with a focus on strengthening the capacity of country program staff to effectively manage grants, and all the quality program processes this entails. The team provides contract oversight and project management support to projects across WaterAid Australia portfolio.

The Project Officer role has been identified to provide further resourcing towards meeting these objectives, providing support to fulfil WaterAid's grant management processes. The successful candidate will join the team at an exciting time, as we begin new significant projects, and are looking at opportunities to further strengthen our contract and project management system to help drive efficiencies and improve quality in our project management capabilities – including increasing ownership of project and contract management within Country Programs.

The Program Officer will work across a portfolio of donor funded projects, supporting two Program Coordinators to provide operational and financial management support to Country Programs. The role will have strong professional relationships internally with Operations and Finance Teams, Program Managers, Program Technical Leads and Program Coordinators.

Key Performance Areas/Accountabilities

Key accountabilities of the Program Officer include:

- **Project and Contract Administration Support:** Support to the general administration of WaterAid Australia's projects in Timor-Leste, Papua New Guinea and Cambodia including tracking and documenting compliance with policy and contract requirements; coordinating, writing and reviewing reports; budget and expense report review, inputting to internal financial and management reporting and other processes to ensure alignment to WaterAid, DFAT accreditation and other donor standards.
- **Technical Consultancy Contract Support:** work with Technical Leads to ensure efficient and timely delivery of technical consulting contracts including expenditure tracking and reporting, submissions of reports and other deliverables and compliance with contract/funder requirements.
- **Support Use of the WaterAid Programme Management System (WAPS):** Support Country Programs and Policy and Programs team are recording relevant project and contract information in WAPS, support timely update of records, appropriate document filing, and generation of dashboards and reports for management.

- **System and Process strengthening:** Support the Head of Program Operations in review and improvement of policies and program management systems and processes.
- **Team support:** Support Program Coordinators with the overall administration of contracts as required; and provide adhoc administrative support as needed across the Policy and Programs team. Contribute to regular team and inter-departmental meetings.
- Undertake other duties that may reasonably be expected.

Qualification, Skills & Attributes (Key Capabilities/Selection Criteria)

Essential	
Knowledge, skills and experience	1. Excellent written and spoken English and highly developed communication skills. 2. High level of computer literacy including high level of Microsoft Word and Excel skills. 3. Highly organised and good attention to detail 4. Demonstrated relevant work experience and/or understanding of project management and contract compliance 5. Demonstrated understanding of and commitment to locally led approaches
Education	Degree in International Development or relevant field, or equivalent experience in the sector.
Personal qualities	1. Team player with ability to plan own work, manage competing priorities and work under pressure when required. 2. Commitment to WaterAid' values and standards of safety of children and protection from sexual exploitation and abuse in all our activities 3. Passion for working in international development and willingness to learn and grow with this role.
Desirable	
	1. Lived and/or work experience in the countries where WaterAid Australia's has country programs 2. Experience working on donor funded projects, with a focus on compliance, reporting and project finances 3. Experience working with Salesforce or similar CRMs

Physical Environment and Demands

Flexible working arrangements. Melbourne office environment includes Ergonomic work stations within an open plan office, standing desks, recreational area and flexible work environment. Occasional overseas travel may be required

Level of contact with children

This role may have contact with children during project visits in Country Programs, always accompanied by local WaterAid staff and never required to be alone with children.

To Apply:

Please submit an application to recruitment@wateraid.org.au by 25 September 2026 with the subject line **Application – Program Officer**

Applications for this position must include a resume and a cover letter (max 2 pages) addressing the above Qualification, Skills and Selection Criteria.

For any queries not answered in this document please email recruitment@wateraid.org.au.

Only shortlisted candidates will be contacted.

Applicants must have the right to work in Australia