

Governance & Leadership Support Coordinator

Pacific Labour Mobility Support Program (PLMSP)

Palladium is a global leader in the design, development, and delivery of Positive Impact – the intentional creation of enduring social and economic value. We work with governments, businesses, and investors to solve the world's most pressing challenges. With a team of more than 4,000 employees operating in 90-plus countries and a global network of over 35,000 experts, we help improve economies, societies, and, most importantly, people's lives.

The Pacific Australia Labour Mobility (PALM) scheme is a signature initiative for the Australian Government that enables workers from 9 Pacific Island Countries (PICs) and Timor-Leste to work in priority sectors in Australia. The Pacific Labour Mobility Support Program (PLMSP) builds on the successes of the Pacific Labour Facility (PLF) program, with a renewed focus on the provision of tailored support to worker sending countries to address their specific needs and priorities. Palladium is contracted to deliver PLMSP on behalf of Department of Foreign Affairs and Trade (DFAT).

PLMSP's role is to provide DFAT and governments in 9 PICs and Timor-Leste with support to enable workers to access PALM scheme in inclusive ways that maximise the benefits for the workers and national economies while minimising risks from labour mobility participation. PLMSP's primary functions include capacity building for PALM scheme labour sending units; skills development and training for PALM workers; support for returning PALM workers and their families; information system management; monitoring, evaluation, research and learning; and communications.

Purpose of Position

The Governance and Leadership Support Coordinator is responsible for governance and leadership coordination across the program's senior management structures. The role serves as the central secretariat for program leadership, ensuring meetings are well planned, decision-making processes are supported, actions are monitored and governance commitments are consistently delivered. The role also provides executive and administrative support to the Team Leader and Deputy Team Leaders as required.

Primary Responsibilities

The primary responsibilities of the **Governance & Leadership Support Coordinator** can be broadly described as follows:

Governance and Secretariat Management

- Act as Secretariat to the Program Leadership Team, Senior Leadership Team and other governance forums as required.
- Maintain an annual governance calendar covering all standing meetings, planning forums, workshops and governance deadlines.
- Coordinate end-to-end meeting management including scheduling, venue logistics, agenda development, preparation and distribution of papers and briefing materials.

- Work with meeting chairs to develop structured agendas aligned to program priorities and decision-making requirements.
- Ensure meeting papers are distributed in accordance with agreed timeframes and governance standards.
- Maintain accurate records of decisions, actions and key discussion outcomes.
- Produce high-quality minutes that clearly capture decisions, accountabilities and deadlines.
- Maintain a central action register and proactively follow up action owners to ensure completion.
- Track progress of actions and report status to meeting chairs and leadership teams.
- Maintain governance records and ensure decisions, minutes and associated documents are appropriately stored and accessible.
- Support governance reviews and continuous improvement of meeting effectiveness and decision-making processes.

Executive Support & Administration

- Provide executive administrative support as required, including calendar coordination, travel logistics, expense claims and administrative processing.
- Support efficient leadership operations through management of key administrative workflows.
- Organise and coordinate high-level meetings, workshops, and events including stakeholder coordination.
- Facilitate support from the broader Operations Team for workshop and meeting logistics.
- Maintain highly organised electronic and physical filing systems, ensuring efficient retrieval of critical documents and information.
- Act as a primary point of contact for internal and external stakeholders, screening and directing communications as appropriate.

Program Support & Coordination

- Draft, edit, and proofread high-quality professional correspondence, memos, reports, presentations, and other documents for internal and external audiences, often under tight deadlines.
- Prepare and format reports to be submitted to the program sponsor (e.g., DFAT or other relevant government body), ensuring accuracy, adherence to templates, and professional presentation.
- Ensure all written communications reflect the professional standards and branding of The Palladium Group and the Pacific Labour Mobility Support Program.
- Support the team in managing program deadlines and deliverables by providing timely reminders and follow-ups.
- Collaborate with other administrative and program support staff to ensure coordinated efforts.
- Undertake ad-hoc administrative tasks and special projects as required to support program objectives.
- Understand how innovation and technology shape the way we work and introduce new ways of working through AI, data and technology.

Relationships, Communication & Development:

- Develop and maintain client and stakeholder relationships across your assignments and maintain professional, respectful and effective relationships with your colleagues.
- Encourage a respectful work environment through applying effective conflict resolution techniques and unbiased motivational support to settle differences in a positive and constructive manner.

Other

- Other tasks as reasonably requested by the SLT.
- Travel locally and internationally, as required.
- Advocate for Australian development priorities.
- Foster equality, diversity and inclusion, drawing on capabilities from within the country/region wherever possible.
- Comply with, and advocate for, DFAT's policies in all aspects of implementation, including gender, disability, fraud and anti-corruption, PSEAH, child protection and environmental and social safeguards. This includes incorporating policy principles into planning and everyday work, promoting process improvements, and reporting concerns to your Line Manager or Palladium's Integrity Hotline (details on Palladium website).
- Operate with high levels of integrity, consistent with the intent of DFAT's Ethics, Integrity and Professional Standards Policy Manual.

Reporting Requirements

This role reports to the Deputy Team Leader – Strategy and Programs. Reporting requirements may include but are not limited to:

- Attendance at team meetings, other requested meetings and regional meetings (e.g. townhalls).
- Regular (minimum of monthly) one to one meetings with your line manager on the status of personal Key Result Areas (KRAs), career development discussions and any other matters.
- Palladium encourages flexible work practices to enhance wellbeing, productivity and team culture. For this role, we require that employees maintain an in-office presence for at least 50% of their working week. For example, if an employee works five days a week, they must spend at least three days physically in the office.

Minimum Education and Experience Required

Essential

- Demonstrated experience serving as a Secretariat, Board Secretary, Committee Secretary or Governance Coordinator within a complex organisation.

- Proven experience managing governance processes including meeting scheduling, agenda development, minute-taking, decision tracking and action management.
- Exceptional ability to identify, monitor and follow up actions to ensure accountability and delivery.
- Highly developed stakeholder engagement skills with confidence engaging senior executives and navigating competing priorities.
- Strong judgement regarding confidentiality, governance protocols and handling sensitive information.

Desirable

- Minimum 5 years' experience supporting boards, executive committees, steering committees or program governance forums.
- Experience maintaining governance registers, decision logs and action tracking systems.
- Demonstrated experience applying advanced capability in the ethical and responsible use of AI and digital technologies to enhance governance efficiency, develop dashboards and visual reporting tools, and produce accurate, insightful documentation and meeting outputs that support informed decision-making.

Due to the evolving nature of our program, it is possible that the incumbent may be expected to undertake duties that fall outside the remit of their original Terms of Reference as reasonably required to ensure the ongoing success of the program.

Where this is required, the following applies:

- The adviser has the skills and experience to fulfill the duties.
- This arrangement will be short term in nature.

Core Capabilities

Palladium's Core Capability Framework outlines the standard of performance and behaviours expected at each level within the organisation. It also provides a benchmark for assessing areas of potential strength as well as the identification of potential skill gaps or areas for development and improvement.

The project Capability Framework forms the basis of how we recruit, how we lead and the behaviours we exhibit, how we manage performance excellence and develop our future workforce.

Our capabilities link to several other processes, policies and guidelines including:

- Performance management/ performance excellence - setting and maintaining standards and helping employees excel and develop.
- Career Pathways including our Career Progression Framework.
- Organisational design – identifying any skills gaps, outlining job roles and responsibilities.
- Development, growth, learning, and training.
- Sustainable business – going beyond compliance to ensure sustainable and ethical considerations are woven throughout everything we do. This aligns equity, diversity and inclusion; safeguarding; and environmental objectives.