

Data Quality Officer, New Colombo Plan Program Support Unit

Expected Start Date	Immediate	Expected End Date	30 June 2029
Duration	Three years	Location	Adelaide preferred
Reports To	Manager, Impact and Reporting	Classification	Level 14

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, Semester Program and Mobility 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 Data Quality Officer will support the NCP PSU and DFAT data requirements by maintaining high data quality standards, executing validation and cleansing tasks, and preparing data needed for regular and ad-hoc reports under the guidance of the Manager, Impact and Reporting. This role will be key in supporting data management activity across the NCP PSU team, working closely with the MEL Coordinator and Scholarships, Semester, Mobility and Alumni teams as necessary.

Primary responsibilities

The primary responsibilities of the Data Quality Officer will be to collect, maintain, cleanse and analyse alumni data, extracting and preparing statistics as required to support the team with reporting. This role will also support other data management activities for the Scholarships, Semester and Mobility Programs, as well as for program management. These responsibilities are broadly described below.

Cross-Program Data Support

- Support data collection, management, cleansing, and analysis across PSU program areas.
- Support the preparation and visualisation of reports, including monthly dashboards and management reporting.
- Support MEL activities, including data gathering, quality assurance, analysis, and reporting.
- Support program leads in maintaining reporting data and management information.
- Respond to ad hoc data requests and reporting requirements as directed.

Program Database and Information Management

- Maintain program databases and information management, ensuring data quality, accuracy, and completeness.
- Manage regular data updates from program management information and undertake data quality checks.
- Support data extraction, validation, and reporting activities across PSU streams.
- Ensure records are maintained in accordance with data governance and reporting requirements.

Stakeholder and Alumni Data Administration

- Support the maintenance of alumni and stakeholder records, ensuring data is accurately recorded and updated.
- Collaborate with relevant teams to support engagement activities, promotions, campaigns, and related data requirements.
- Support the administration of stakeholder and alumni platforms, including verification of membership requests and updating records where required (Linkedin Group).

Other Responsibilities

- Due to the evolving nature of this program, this role may be expected to undertake duties that fall outside the remit of this Job Description as reasonably required to ensure the ongoing success of the Program.
- Comply with and promote DFAT policies across all aspects of implementation, including Gender Equality Disability and Social Inclusion (GEDSI), safeguarding, fraud and anti-corruption, Protection from Sexual Exploitation, Abuse and Harassment (PSEAH), child protection, and environmental and social safeguards.
- Engage in relevant Palladium corporate initiatives and development opportunities, to ensure consistency with Palladium approaches and practices, and compliance with systems and processes.
- Perform other duties as reasonably required by the Senior Leadership team or DFAT, consistent with the role and experience.
- Undertake domestic 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 Data Quality Officer will report into the Manager, Impact and Reporting. The role will:

- Effectively collaborate across the NCP PSU to ensure the maintenance and quality of NCP data for NCP reporting purposes.
- Liaise with counterparts in the NCS and other DFAT teams as required.
- Engage with NCP stakeholders as directed to support the delivery of reporting, Alumni and MEL initiatives.
- The role carries a moderate degree of autonomy with appropriate supervision.

Qualifications, capabilities and experience required

- Experience in using and supporting digital and online database systems and Microsoft products; intermediate to advanced Microsoft Excel skills are essential.
- Experience in the collection, consumption and compliance aspects of data management and data quality including management and administration of sensitive and personal information.
- Experience in data management, including data collection, use, and compliance, and demonstrated adherence to privacy obligations under the Privacy Act 1988; an understanding of DFAT's requirements for handling sensitive and personal information desired.
- Demonstrated solid working level experience to perform data cleansing and apply data integrity checks to generate analysis for use in data driven reports.
- Strong attention to detail with regards to data cleansing, validation, and perseverance to drive continued updates and quality control to over 60,000 records.
- Identify and analyse data quality issues including errors, data inconsistencies and gaps and provide solutions to solve the issues.
- Demonstrated ability to identify and implement system and process improvements to meet client and end-user needs and outcomes.
- Effective time management and the ability to balance competing priorities to meet deadlines.
- Experience in utilising data management software for example Monday.com, SharePoint and Power BI tools.
- Experience in working on data management in a government department or agency, higher education and/or international education context.

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:	Amalia Sosrodiredjo, Manager Impact & Reporting	Date:	19 Aug 2026
Approved by:	Victoria Johnson, Team Leader NCP PSU	Effective date:	25 Aug 2026