

# Terms of Reference: Coordinator Scholarships (Pre Program), New Colombo Plan Program Support Unit

<b>Expected Start Date</b>	1 July 2026	<b>Expected End Date</b>	30 June 2029
<b>Duration</b>	Three years	<b>Location</b>	Adelaide or Canberra
<b>Reports To</b>	Manager, Scholarships (Pre Program)	<b>Classification</b>	Coordinator, 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 in the next phase through three complementary grants programs: the Scholarship Program, Mobility Program and Semester 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 Coordinator, Scholarships (Pre-Program) supports the delivery of the New Colombo Plan (NCP) Scholarship Program selection process. The role contributes to the accurate, timely and compliant administration of expression of interest (EOI), application, assessment and interview activities required to

select undergraduate scholars from Australian universities to undertake approved overseas study, language learning and/or internship programs in the Indo-Pacific region.

The Coordinator undertakes hands-on coordination and processing tasks across all stages of the selection cycle, in accordance with NCP Guidelines and agreed annual timelines. This includes supporting eligibility and compliance screening of applications, coordinating assessment and interview logistics, maintaining accurate records and responding to enquiries from universities and applicants.

The role works under the direction of the Manager, Scholarships (Pre Program) and collaborates closely with other PSU teams to ensure scholarship data, documentation and decisions are complete and ready for handover once awards are confirmed. The position also supports continuous improvement and transition activities linked to the systems and processes that underpin scholarship selection.

## Primary responsibilities

### Selection process coordination

- Support administration of the NCP Scholarship selection process from university EOIs through to the issue of grant offers, in line with NCP Guidelines and agreed timelines.
- Provide administrative support to prepare for each stage of the selection process including systems support, the development of procedures, tools and documentation and onboarding of short-term personnel.
- Assist with compliance and eligibility screening of applications, supporting moderation of outputs by sub-contracted administrators.
- Assist in ensuring all applicants have appropriate institutional endorsement, for example administering the referee report process
- Coordinate communications with applicants and universities on compliance issues and escalate issues or risks as required.
- Support assessment and shortlisting activities, including preparation of materials, tracking of assessor progress, and collation of scores and comments.
- Assist with the coordination of scholarship interviews, including scheduling, logistics, documentation and record keeping.
- Support coordination of interview panels, including onboarding sub-contracted support staff, note taking coordination and moderation of scribe reports, document management and follow up actions.
- Support administration of application outcome communications, including scholarship offers and scholar agreements.

### On Program handover and support

- Prepare scholarship documentation, records and data for handover to the Scholarships (On Program) team once awards are confirmed.
- Support intensive scholar pre departure preparation activities by providing administrative support with scholar communications, onboarding, training and risk assessments.
- Provide additional surge support to the On Program team as necessary.

### Stakeholder engagement

- Respond to routine enquiries from universities, including International Liaison Officers, regarding EOIs, applications and selection processes.
- Support clear and timely communication with stakeholders by preparing standard correspondence and updates, under guidance from the Manager.

### Systems, data, records and reporting

- Assist with system testing, data checking and process changes associated with selection cycle improvements or systems transitions.
- Support ongoing review and development of Standard Operating Procedures aligned to systems and Guidelines requirements.
- Ensure application records are complete, accurate and appropriately documented at each stage of the selection process.

- Support quality assurance activities to ensure records are complete, auditable and aligned with NCP requirements.
- Provide input into statistics reports for each stage of the selection process, interview outcome reports and Grant Round Management reports.

#### **Other responsibilities**

- Comply with and promote DFAT policies across all aspects of implementation, including Gender Equality Disability and Social Inclusion (GEDSI), safeguarding, fraud and anti-corruption, Preventing Sexual Exploitation, Abuse and Harassment (PSEAH), child protection, and environmental and social safeguards.
- Engage in relevant Palladium corporate initiatives, training and development activities, in line with organisational policies and systems.
- Perform other duties as reasonably required, consistent with the role and level of experience.
- Undertake 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 – provide leadership to ensure provision of sophisticated services which are client, solutions and outcomes focused.
- Flexible and responsive – provide leadership to embed 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 Coordinator, Scholarships (Pre Program) reports to the Manager, Scholarships (Pre-Program). The role will:

- Establish and maintain open, collegial and professional working relationships and proactive communication with internal and external stakeholders.
- Ensure effective collaboration across the NCP PSU to maximise efficiencies and coherence.
- The role carries a moderate degree of autonomy with appropriate supervision.

## **Qualifications, capabilities and experience required**

- Experience coordinating large scale administrative or program delivery functions aligning to guidelines and compliance requirements, preferably within higher education, scholarship, grants based or government funded programs.
- Skilled at process design with demonstrated ability to work confidently with digital systems and databases, including entering, checking and maintaining accurate records, to support tracking, quality assurance and day-to-day delivery.
- Strong attention to detail and accuracy, with experience managing high volumes of data or documentation in time-critical contexts.
- Ability to be responsive to client needs and manage multiple tasks and competing deadlines while following established procedures and escalation pathways.
- Well-developed communication skills, including the ability to respond clearly and professionally to the client or stakeholders and prepare standard correspondence.

- Ability to work collaboratively as part of a team and contribute to a positive, solutions-focused working environment.
- Relevant tertiary qualifications in administration, international education, public administration, business or a related discipline, or an equivalent combination of qualifications and experience.

## 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:		Date:	
Approved by:		Effective date:	