

Outreach and Alumni Lead, New Colombo Plan Program Support Unit

Expected Start Date	1 July 2026	Expected End Date	30 June 2029
Duration	Three years	Location	Adelaide preferred
Reports To	Team Leader	Classification	Level 16

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 Outreach and Alumni Lead is responsible for the Communications and Alumni and Engagement functions of NCP. The role will focus on delivering coherent and strategic engagement with NCP stakeholders to strengthen NCP brand recognition, increase stakeholder engagement and effectively communicate program priorities and outcomes.

Primary responsibilities

Strategic leadership

- As a member of the Senior Leadership Team, support the Team Leader to lead and manage the NCP PSU in accordance with DFAT's policy settings, ensuring delivery is adaptive and responsive to emerging issues, risks and priorities.
- Collaborate with the AAGSU leadership to maximise resourcing efficiencies including shared service provider panels and digital communications expertise.
- Work with Senior Leadership Team and DFAT to co-create a Ways of Working Framework to determine shared expectations; clarify roles, responsibilities, and decision-making; and embed more efficient, transparent, and accountable operating parameters.

Program delivery and performance

Communications

- Lead a strategic communications function to support program objectives.
- Under NCS guidance, develop and implement communication plans aligned to program objectives.
- Oversee the delivery of targeted communications across social media, web and other channels, including content development, copywriting, video production and editing and coordinated campaign execution.
- Operationalise the function through clear workflows, channel governance, performance metrics and platform analytics, using insights to drive continuous improvement and measurable results.

Alumni engagement

- Oversee the Alumni team and contribute to the development and delivery of NCP Alumni strategies in collaboration with DFAT. Implement plans and processes to operationalise the NCP Alumni strategies.
- Drive initiatives such as Alumni Representatives and Alumni Network Leads, and co-design and deliver targeted events aligned with NCP priorities.
- In collaboration with the Manager, Impact and Reporting, oversee the management of the alumni database to ensure data is current and supports targeted engagement, effective communications, participation tracking and reporting.

Events

- Oversee planning and delivery of high-quality events in line with annual work plan.

Business and internship

- Work closely with the Scholarship team to facilitate scholar internship arrangements, including the promotion of opportunities to strengthen internship uptake.

First Nations

- Work with the First Nations Adviser to ensure First Nations policy support is applied in outreach and alumni activities.

Monitoring, continuous improvement and reporting

- In collaboration with NCS, lead continuous review of the Outreach and Alumni function, reflect on inputs and processes, providing recommendations on service delivery improvements, innovation, operational efficiencies and support reporting requirements.
- Work closely with the Senior Leadership Team to contribute to all other relevant contractual, operational and exception reporting.

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 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 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 position of Outreach and Alumni Lead reports to the Team Leader. The role will:

- Work closely with the DFAT NCP Secretariat (NCS) and maintain professional and solutions focused relationships with NCS.
- Lead, motivate and develop the Outreach and Alumni team by setting clear expectations and accountabilities and fostering a client focused, high-performance culture of continuous service delivery improvement.
- In accordance with NCS direction, engage with universities and other stakeholders, clearly communicating NCP policy objectives and program intent to support shared understanding and quality outcomes.
- The role carries a moderate degree of autonomy and is required to manage budgets and teams.

Qualifications, capabilities and experience required

- Substantial leadership experience in the field of communications, public diplomacy and/or stakeholder engagement, experience in the university, education or sector is favourable.
- Demonstrated experience in developing and executing successful communication strategies and campaigns across social media, other channels and stakeholder communications.
- Experience in working in alumni engagement is desirable.
- Excellent leadership capability, including management of teams, setting clear expectations, monitoring performance, supporting staff to deliver consistent, high-quality work, and working collaboratively to meet delivery requirements including under competing priorities.
- Proven ability to lead change and continuously improve service delivery, systems and processes.
- Strong analytical capability, including setting and reporting on meaningful KPIs and using insights to optimise performance
- High level stakeholder engagement and communication skills, with the ability to work effectively with senior government clients.
- High level writing skills with the ability to adapt styles to different audiences and purposes, influencing a wide range of stakeholders.
- Relevant tertiary qualifications in communications, public relations, or a related discipline, or equivalent professional 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:	