

Senior Coordinator, Communications

New Colombo Plan Program Support Unit

Expected Start Date	1 July 2026	Expected End Date	30 June 2029
Duration	Three years	Location	Adelaide
Reports To	Outreach and Alumni Lead	Classification	Grade 15

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, 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 Senior Coordinator Communications is part of the Outreach and Alumni team, which has two streams: Alumni and Engagement, and Communications. Reporting to the Outreach and Alumni Lead, the role will enhance the delivery of communications and engagement activities for the NCP, with a focus on digital communications. The Senior Coordinator Communications will develop and deliver high-impact, digitally sophisticated communications that align strategically with NCP priorities, strengthen brand visibility and reach priority audiences at each point in the annual program cycle to attract applicants and foster sustained alumni engagement.

Primary responsibilities

Program delivery and performance

- Guided by NCS and the Outreach and Alumni Lead, develop Communication Plans to further enhance the strategic priorities of the NCP and maintain the calendar of activities, coordinating content inputs to support consistent and effective audience engagement.
- Develop content and copy, edit and adapt digital communications and campaign materials, including bulletins, news stories, short-form videos, and photos tailored to different audiences and messaging priorities.
- Lead the day-to-day delivery of digital communications across digital media channels and platforms, including social media, email direct marketing and websites, supporting campaign rollout in line with program activity cycles, brand guidelines and NCP priorities.
- Leverage user-generated content to support authentic, timely and audience-focused communications, and optimise reach and engagement.
- Oversee content inputs, moderation requirements, publishing deadlines, in line with DFAT requirements and agreed approval protocols.
- Support the Communications Officer in content production, platform coordination and routine optimisation of social media posts and campaigns.
- Actively contribute to the management of professional communications service providers as required (e.g. editing, graphic design, photography, videographers, merchandise providers etc.).

Monitoring, continuous improvement and reporting

- Monitor and analyse digital and social media performance, report on communications outcomes to identify issues and opportunities, and support the development and upkeep of systems that track and record communications content.
- Ensure all communications meet service level standards for brand compliance and ensure that all communications produced meet DFAT and NCP policies, style guides and branding guidelines.
- Contribute to reporting on communications activities as per the contract.

Other Responsibilities

- Provide coordination and communications support to activities across the NCP Program, including alumni networking events and scholar Pre-Departure Networking Reception.
- 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 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 Senior Coordinator Communications is a member of the Outreach and Alumni team and works closely with members across the team, particularly the Communications Officer. The role reports to the Outreach and Alumni Lead.

The position also works collaboratively across the entire PSU team, including providing advice and support to the Program Delivery team to source digital communications content.

The position works closely with NCP Secretariat and liaises with other staff and NCP stakeholders,

The role carries a moderate degree of autonomy with appropriate supervision.

Qualifications, capabilities and experience required

- Tertiary qualifications or demonstrated equivalent experience in communications, digital media, or a related discipline.
- Experience working in a communications role in the government or education sector highly desirable.
- Proven experience in leading, coordinating and delivering successful digital communications and marketing campaigns.
- Proven experience in producing high quality, professional content for a range of communication products and audiences.
- Experience using software tools for producing and editing creative content, including short form videos for social media.
- Experience working with web content management systems, online platforms, and social media.
- Demonstrated ability to manage a varied workload and produce materials within deadlines, with strong project management skills and advanced attention to detail.
- Excellent interpersonal skills, verbal and written communication, and ability to establish and maintain positive working relationships with a range of stakeholders to achieve high-quality communications and promotional outcomes.
- Demonstrated sound judgement and ability to work within and apply communications and branding guidelines and policies appropriately, including implementing and adapting to policy changes.

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:	