

Special Projects Manager

Duration	Long Term	Classification	Level 15
Location	Brisbane or Canberra or Port Moresby or Suva or Port Vila	Reports To	Special Projects Senior Manager

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 Pacific Australia Labour Mobility (PALM) scheme is a signature initiative of 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 tailored support to worker-sending countries to address their specific needs and priorities. Palladium is contracted to deliver PLMSP on behalf of the 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

PLMSP needs to respond at short notice to ad hoc requests on specific policy, thematic and cross-cutting issues relating to the PALM scheme. These requests will generally take the form of Tasking Notes that identify required research, monitoring and reporting deliverables, as well as short-term coordination functions. The Special Projects Manager will manage, coordinate and track PLMSP's response to these requests.

Working with children

Is this position likely to come into contact with children? ☐ Yes ☒ No

Primary Responsibilities

The primary responsibilities of the Special Projects Manager can be broadly described as follows:

- Respond at short notice to ad hoc requests and Tasking Notes from DFAT, negotiating timelines, content, budget and agreeing output.

- Project manage from inception phase through to implementation, monitoring and completion phases for special projects and ad-hoc requests.
- Produce high-quality data driven briefing, research, monitoring and reporting deliverables as part of special project delivery.
- Develop and provide written policy feedback, ideas and advice to DFAT on emerging issues tasked by the department.
- Develop talking points for senior government officials on complex policy and process issues relating to the PALM scheme.
- Undertake agreed internal and external sub-projects designed to improve PLMSP or PALM scheme performance.
- Manage recruitment and procurement of specialist resources required to deliver on tasking notes.
- Provide coordination and secretariat functions as part of special projects.
- Provide regular progress reporting on PLMSP special projects to PLMSP senior management, DFAT and other key stakeholders.
- Provide surge support to PLMSP leads on the delivery of other key program activities and scope additional emerging initiatives in discussion with the PLMSP Senior Leadership Team.
- Understand how innovation and technology shape the way we work and identify practical opportunities to improve ways of working through AI, data and technology.

Relationships, Communication & Development

- Develop and maintain client and stakeholder relationships across assigned work, and maintain professional, respectful and effective relationships with colleagues.
- Train, mentor and coach more junior colleagues, supporting them to work through ambiguity and ensuring messages from leadership are supported and clearly cascaded.
- Self-evaluate quality of work, thrive on continuous improvement, encourage and value feedback from others and develop skills in providing balanced feedback to others.
- Encourage a respectful work environment through applying effective conflict resolution techniques and unbiased motivational support in order to settle differences in a positive and constructive manner.

Other Responsibilities

- Other tasks as reasonably requested by Special Projects Senior Manager
- 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 the 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 into the Special Projects Senior Manager. Reporting requirements may include but are not limited to:

- Attendance at team meetings, other requested meetings and regional meetings (e.g. town halls).
- 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 support wellbeing, productivity and team culture. For this role, employees are required to maintain an in-office presence for at least 50% of their working week. For example, an employee working five days per week would be expected to work from the office for at least three days.

Due to the evolving nature of the program, the incumbent may be expected to undertake duties outside the original Terms of Reference where reasonably required to support the ongoing success of the program.

Where this is required, the following will occur:

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

Qualifications and Experience Required

Required Qualifications

- Tertiary qualifications in a relevant discipline such as management, economics, or a related discipline.

Required Experience

- Minimum 5 years' experience working in a policy and/or project management context.
- Experience coordinating complex deliverables across multiple stakeholders, including managing competing priorities, timelines and inputs in a fast-paced environment.

Desirable Experience and Skills

- Excellent understanding of Australian Government processes, reporting and briefing requirements.
- Strong understanding of contemporary policy issues and debates in relation to migration, Australian economics and regional geo-politics in the Pacific.
- Demonstrated ability to build respectful, productive and sustainable working relationships with a variety of stakeholders, including partner governments, civil society and the private sector, to support shared results.
- Demonstrated skill and experience at convening and facilitating productive interaction between diverse groups of people.
- Excellent written and presentation skills in English, including experience preparing briefings in an Australian public service or consulting firm context.
- Excellent organisational and project management skills, including an ability to initiate and follow up tasks, work independently, and prioritise and monitor progress.

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 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 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 a number of 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

Equity, Diversity & Inclusion

Palladium is committed to embedding equity, diversity and inclusion across all activities. We promote a diverse and inclusive workforce and ensure all applicants and employees are treated fairly and equally, regardless of background or personal characteristics. We encourage applications from all individuals and provide reasonable adjustments or accommodations where required.

Safeguarding

Palladium maintains a zero-tolerance approach to all forms of harm, including sexual exploitation, abuse, harassment, child abuse, and human trafficking. We are committed to protecting our people, partners, and communities and ensuring safe and respectful environments. All personnel are expected to uphold safeguarding standards, with successful candidates subject to enhanced screening, including safeguarding-focused assessments and due diligence, in line with Palladium's Code of Conduct and safeguarding policies.