

Technology Project Coordinator

Start Date	Immediate	Duration	Short Term
Office Location	Brisbane	Reports To	IRD Product Manager

Palladium is a global development and consulting firm, part of the GISI 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 for 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 the provision of tailored support to worker sending countries to address their specific needs and priorities. Palladium is contracted to deliver PLMSP on behalf of 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

The PLMSP Technology Team now supports multiple tools that are in operation across the Pacific and Timor Leste, with users at almost every level in the Labour Mobility environment as well as internal PLMSP teams. We manage multiple platforms across Learning Management Systems, Welfare management tools, data and reporting coordination tools as well as our flagship product the **In-country Recruitment Database (IRD)**.

The **Technology Project Coordinator** will be responsible for assisting the IRD Product Manager in designing, validating and monitoring new project implementations across the suite of tools managed by PLMSP Technology, specifically focusing on the Worker Portal and Worker App rollout, the signing of the new PLMSP IRD MoU and the implementation of the Central Data Platform among others.

Primary Responsibilities

The primary responsibilities of the Technology Project Coordinator can be broadly described as follows:

- Lead small requirement gathering and refinement processes, including workshop facilitation and building relationships with users and other stakeholders.
- Have demonstrated experience in identifying root causes and come up with creative solutions.
- Use multiple tools to evaluate feature adoption and user behaviour including SQL, WalkMe and custom tools.
- Develop and execute communication plans to keep stakeholders informed about project progress, changes, and achievements. This may include direct comms, conferences, changelogs, personal check-ins, etc.
- Facilitate effective communication within the project team, ensuring clarity of requirements, targets and expectations.
- Maintain comprehensive project documentation, including development materials, assessments of change outcomes, records of meetings, etc.
- Prepare and distribute regular progress reports, ensuring all relevant stakeholders are well-informed.
- Liaise between stakeholders, Engineering and Training teams.
- Assist with risk management related to product functionality.

Relationships, Communication & Development:

- Develop and maintain client and stakeholder relationships across assignments and maintain professional, respectful and effective relationships with your colleagues.
- Proactively lead internal initiatives to seek improvements, encouraging team participation and sharing of new ideas.
- Focus on self-development by assessing individual contribution against the capability framework, welcoming and embracing regular feedback from others and developing skills in providing balanced feedback to others.
- Create, promote and maintain an equitable, diverse and inclusive work environment through respecting the views of others, listening with empathy and resolving differences in a positive and constructive manner through applying effective conflict resolution techniques.

Other

- Other tasks as reasonably requested by the Product 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 your 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 IRD Product Manager. Reporting requirements may include but are not limited to:

- Attendance at team meetings, other requested meetings and regional meetings (e.g. townhalls).
- 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 enhance wellbeing, productivity and team culture. For this role, we require that employees maintain an in-office presence for at least 50% of their working week. For example, if an employee works five days a week, they must spend at least three days physically in the office.

Qualifications and Experience Required

- Tertiary qualifications in a relevant discipline or; an equivalent combination of relevant experience and/or education.
- 3-5 years' work experience in similar project coordination roles
- Understanding of software development life cycle (SDLC) and Atlassian suite of tools advantageous
- Analytical mindset to assist in problem-solving.
- Demonstrated relationship management skills, including the ability to work across a broader team and with external stakeholders.
- Ability to work independently and demonstrate sound judgement.
- Highly developed organisational skills, agility and the ability to balance and prioritise multiple tasks, and work well under pressure.

Due to the evolving nature of our program, it is possible that the incumbent may be expected to undertake duties that fall outside the remit of their original Terms of Reference as reasonably required to ensure 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.

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