

Deputy Team Leader (Program Delivery), New Colombo Plan Program Support Unit

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

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 of NCP 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 DTL (Program Delivery) drives innovative and effective delivery of the Program Delivery team including the Scholarship Program, Semester Program and Mobility Program. Leading a team of up to 20 staff, the role focuses on ensuring DFAT's strategic direction is clearly understood and consistently operationalised across all NCP grant programs, providing change management oversight to uplift program delivery and realise ambitions of the next phase and the objectives for each grant program.

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 AAGSU leadership to maximise efficiencies and coherence across DFAT's scholarship and fellowships programs.
- Work with the 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

- Lead the Program Delivery team through its annual grant rounds with a focus on ongoing review, efficiency and enhancement and in accordance with Commonwealth Grant Rules and Principles (CGRP) and NCP Guidelines.
- Oversee the ongoing development and refinement of Standard Operating Procedures to guide Program Delivery and assure adherence in daily operations across the Program Delivery team.

Team leadership and management

- Drive innovation and thought leadership, particularly through annual evaluation and planning activities, collaborating with DFAT and stakeholders as required.
- Provide advisory support to the team on complex issues to ensure grants are managed efficiently, effectively and recipient contractual obligations are met.
- Build the knowledge and skills of the team, identifying gaps and areas for development and growth.

Risk and safeguarding

- Integrate a risk management approach into program delivery to ensure risks are minimised through safety and safeguarding measures.

Monitoring, continuous improvement and reporting

- Oversee data-quality assurance practices across the Program Delivery team, incorporating regular data audits, quality checks and remedial actions.
- Implement and report against the MEL Results Framework to demonstrate delivery of outcomes against the NCP Program Logic and the AAGSM EOIOs.
- Lead continuous review of the Program Delivery function, reflect on inputs and processes, providing recommendations on service delivery improvements, innovation and operational efficiencies.
- Work closely with the Senior Leadership Team to contribute to all relevant contractual, operational and exception reporting.

Other Responsibilities

- Comply with and promote DFAT policies across all aspects of implementation, including GEDSI, safeguarding, fraud and anti-corruption, 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 Team Leader 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 DTL (Program Delivery) reports to the Team Leader. The role will:

- Engage regularly with the DFAT NCP Secretariat (NCS) in governance meetings and maintain professional and solutions focused relationships.
- Lead, motivate and develop managers across the NCP PSU, set clear expectations and accountabilities, fostering a client focused, high-performance culture of continuous service delivery improvement.
- In accordance with NCS direction, engage with universities and the broader delivery network, clearly communicating NCP policy objectives and program intent to support shared understanding and quality outcomes.
- Carry a significant degree of autonomy, overseeing budget management and approvals and manages resources effectively within budget.

Qualifications, capabilities and experience required

- Experience leading a government funded grants program ensuring high standards of compliance and probity.
- In depth working knowledge and understanding of the Australian university sector, particularly international education and scholarships.
- Demonstrated ability to operationalise policy and strategy into high quality program delivery.
- Excellent leadership capability, setting clear expectations, monitoring performance, and supporting staff to deliver consistent, high-quality work.
- Proven ability to lead change and continuously improve service delivery, systems and processes.
- High level stakeholder engagement and communication skills, with the ability to work effectively with senior government clients.
- Relevant tertiary qualifications in management, public policy, international relations, education 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

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| Reviewed by: | | Date: | |
| Approved by: | | Effective date: | |