

Training Support Coordinator

Pacific Labour Mobility Support Program (PLMSP)

Palladium is a global leader in the design, development, and delivery of Positive Impact – the intentional creation of enduring social and economic value. We work with governments, businesses, and investors to solve the world's most pressing challenges. With a team of more than 4,000 employees operating in 90-plus countries and a global network of over 35,000 experts, we help improve economies, societies, and, most importantly, people's lives.

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 **Training Support Coordinator** will be responsible for supporting the delivery of the PALM Prepare framework in sending countries. This includes providing support to Training Support Managers (TSM) in the development, coordination and implementation of country-specific Country Delivery Plans (CDPs) that articulate how the PALM Prepare framework will be operationalised.

The Training Support Coordinator will collaborate with LSU Trainers and external providers to build positive working relationships and support the ongoing delivery and improvement of worker and family preparation programs. Under the guidance of the TSM, the role will assist in implementing training and capability development activities and deliver tailored training and coaching support to Labour Sending Units (LSU's) of participating sending countries, and other in-country stakeholders, contributing to labour mobility outcomes across Pacific and Timor-Leste.

With guidance from PLMSP Training Support Managers and Engagement Managers (EM's), the Training Support Coordinator will assist PALM sending countries in addressing the development needs of LSU Trainers and other designated staff as requested. The role will support the coordination of worker and family preparation activities, including collaboration with external providers and stakeholders to deliver agreed content.

The role will also support the implementation and continuous improvement of training activities to meet the diverse needs of workers and their families.

Primary Responsibilities

The primary responsibilities of the **Training Support Coordinator** can be broadly described as follows:

Training Program Support

- Assist in the development and continuous improvement of the PALM Prepare framework, to prepare workers and their families for participation in the PALM scheme.
- Support the TSMs in their implementation of PALM Prepare, including but not limited to project management support, coordination of workshops, and other logistical considerations.
- Support updates and adaptations to training modules throughout the PALM journey, using feedback and local perspectives to inform improvements.
- Help extend training and development initiatives to better support workers and their families at every stage, engaging local actors where possible.
- Support the implementation of activities and deliverables outlined in the PLMSP annual plan, under the guidance of Training Support Managers.
- Communicate findings and recommendations relating to training and worker/family preparedness to stakeholders, informed by cultural context and country priorities.

Capacity Building & Stakeholder Engagement

- Work closely with EMs, Program Managers (PMs), and other sending country staff to support LSU planning and training needs analyses including coordination of solutions delivered by PLMSP.
- Assist in exploring external options and local actors to meet additional training needs and liaise with stakeholders such as the Pacific Australia Skills, government entities, and community organisations.
- Maintain positive working relationships with key national and regional delivery partners and other DFAT-funded training programs (e.g. Pacific Australia Skills program).

Monitoring, Evaluation & Technology

- Work with the PLMSP Monitoring, Evaluation, Research and Learning (MERL) team to collect and provide feedback on training effectiveness, ensuring local perspectives and community/PALM worker and family needs are included.
- Offer input on the introduction of learning technologies to enhance LSU and worker preparedness.
- Provide administrative and coordination support for budgeting and planning activities within the Worker and Family Agency team.

Collaboration & Knowledge Sharing

- Support the Training Support Managers by encouraging cross-learning and tool-sharing among LSUs by supporting the Trainer Community of Practice and peer-to-peer exchanges.
- Encourage locally led initiatives and perspectives from within the labour mobility ecosystem.
- Share updates on training progress and initiatives with internal and external stakeholders.

Team Participation

- Contribute to broader planning and reporting alongside the PLMSP team
- Collaborate with the Worker and Family Preparedness Senior Manager and WAFA team to coordinate training initiatives that meet employer needs.

Professional Conduct & Development

- Maintain respectful, collaborative relationships with colleagues, clients, and stakeholders.
- Support junior team members through mentorship, providing guidance and clarity when needed.

- Embrace continuous learning by welcoming feedback and supporting others' growth.
- Contribute to a positive team culture through respectful communication, collaboration and constructive problem-solving.

Additional Expectations

- Travel domestically and internationally to support PALM Scheme sending countries.
- 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).
- Act with integrity, aligned with DFAT's Professional Standards and ethical expectations.

Reporting Requirements

This role reports into the Training Support 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 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.

Minimum Education and Experience Required

- Tertiary qualification in a relevant discipline, such as education and/or training, as well as experience in international development and project management.
- Experience in delivery and facilitation of training programs, in an English as a Second Language context, using a range of dynamic and inclusive learning strategies and technologies, including lesson plans incorporating interactive learning activities, story boards, short instructional videos, topic-based slideshows.
- A solid understanding of the Australian and/or Pacific technical and vocational education system.
- Experience working with programs in the Pacific, with a strong understanding of GEDSI concepts and issues.
- A demonstrated ability to build respectful, productive and sustainable working relationships with a variety of stakeholders (including partner government, civil society and the private sector) and working together to achieve results.
- Demonstrated ability to work autonomously with limited supervision, including an ability to initiate and follow up tasks, and prioritise and monitor progress.

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 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 project 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.