

Position Description

Program Coordinator



Details

Faculty or Portfolio	Faculty of Arts and Education
School / Team	Centre for Humanitarian Leadership (CHL)
Employment	Full-time and Fixed-Term
Location	Flexible
Classification	HEW 6
Manager	Projects and Grants Manager

Deakin

Deakin is a Victorian university with a global impact. We are agile and innovative, and committed to making a positive impact through our excellence in education and research and the contributions we make to the wider community.

Our reputation has been built on the dedication and expertise of our staff. We offer a dynamic, diverse and inclusive working environment with opportunities to grow and develop careers. We believe that a progressive, thriving culture will ensure people choose to come, and stay at Deakin and contribute to our ongoing success.

As one of Australia's largest universities, Deakin has strong global linkages, world-class research and an education portfolio that blends the best of campus and digital delivery into a highly supportive and personalised student experience.

We offer outstanding education founded on the experience we create for our learners and guided by graduate outcomes for successful lives and careers. We undertake globally significant discovery research that benefits our communities through the innovative translation of our ideas into new services, products, policies and capabilities.

Deakin campuses sit on Wadawurrung, Wurundjeri, and Eastern Maar Countries, and the [University acknowledges](#), values and deeply respects its connection with the Traditional Custodians and Elders past and present of these lands and waterways. Deakin is the most popular university destination in Victoria for Aboriginal and Torres Strait Islander students and has a rich history of supporting the ambitions of First Nations students, including through the NIKERI Institute (formerly the Institute of Koorie Education).

At Deakin we value diversity, embrace difference and nurture an inclusive, safe and respectful community. Deakin is an Employer of Choice for Gender Equality, a SAGE Athena SWAN Bronze Award holder, seeking gender equity for Women in STEMM, and a Silver Award holder in the Australian Workplace Equality Index for LGBTQ inclusion. We strongly encourage applications from Aboriginal and Torres Strait Islander people and people of all cultures, abilities, sexualities and genders.

[Strategic Plan – Deakin 2030: Ideas to Impact](#)

[Benefits of working at Deakin](#)

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Overview

In 2015, Save the Children Australia and Deakin University launched the Centre for Humanitarian Leadership (CHL), which aims to bring together academic rigour and humanitarian practice to transform and disrupt the humanitarian system. CHL's mission is to lead and influence change within the humanitarian system through critical analysis, transformational and disruptive education and research, and meaningful contributions to policy and practice. CHL envisions a diverse humanitarianism that embraces the agency of affected people and promotes distributed power, social justice, and equity.

The Program Coordinator provides coordination, advice and support in the management of all aspects of the CLP [-Crisis Leadership Program](#) short course offered by the [Centre of Humanitarian Leadership](#). This includes promotion, communication, applications, facilitators, logistics, travel, finance, contracts, process improvements and supporting future business development opportunities for the expansion of the program.

Reporting to the Projects and Grants Manager, the Program Coordinator will:

- Ensure smooth planning and delivery of the CLP program from start to completion.
- Support recruitment of CLP short course applications with the Communications and Marketing Team and triage the review of applications with the Selection Panel and administer application outcomes.
- Monitor the progress of delivery of multiple courses and involve relevant stakeholders for speedy resolution.
- Manage logistics and resources for course participants and facilitators at offshore delivery locations through interaction with multiple external stakeholders.
- Support project and financial management for all CLP short courses outside the francophone humanitarian sector.
- Contribute to the preparation of reports, statistical data and spreadsheets for planning and reporting purposes.
- Contribute to, and participate in initiatives and projects to support the centre's strategic goals

Accountabilities

- Provide accurate and timely engagement, quality service and advice with applicants, guest speakers, facilitators, relevant internal and external stakeholders in all matters relating to the CLP short courses.
- Build new and productive relationships with a diverse range of, stakeholders and key individuals both inside and outside of the University.
- Plan and prioritises work and critical activities appropriately and recognises barriers to achieving outcomes, finds effective ways to deal with them and evaluates progress.
- Develop and implement practical, accessible solutions and process improvements based on efficiency and stakeholder needs.
- Investigate and probe for the facts and identify relevant solutions and selects the most appropriate from the range of alternatives.
- Seek feedback from stakeholders regarding their satisfaction and perspective with services and support received, respond to feedback with openness and transparency.
- Challenge existing processes by formulating creative and inclusive alternative solutions and benefits.
- Act as a key team member to facilitate growth and development by giving balanced, constructive feedback considering individual capability and team performance, in alignment with Deakin's code of conduct and core university strategies and policies that promote a safe, sustainable, and productive working environment.

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Relationships

- Internal relationships: CHL Director, CHL Deputy Director, CHL Manager Projects and Grants, CHL consultants and program / subject matter experts, School, Events, Deakin HR, Deakin Legal, Deakin Finance, Deakin Travel, Deakin IT etc.
- External relationships: CHL consultants and service vendors, grant providers and NGO's.

Selection

Qualifications and experience

- A degree with subsequent relevant experience
- Experience in student and course delivery management, administration coordination and working in multi-stakeholder, fast paced environments preferably within a tertiary institution, research institute, NGO or similar organisation managing program coordination and delivery functions.
- Understanding and experience of humanitarian work and humanitarian environments and knowledge of associated educational and research funding environment.
- Experience with University and/or NGO financial systems for financial management including accounts payable and receivable.

Desirable

- Proficiency in a second language (Arabic, Spanish, French or other)
- Experience or knowledge of adult or vocational education, capacity building in an NGO setting, or teaching in higher education
- Specific knowledge of institutional or foundation donor regulations such as USAID, DFAT, Gates Foundation and UN Agencies and/or specific knowledge of Australian Government grant regulations
- Experience working with project management tools, or certified with Agile, PRINCE or PMP methods
- Knowledge, understanding and appreciation of Aboriginal and Torres Strait Island cultures and contemporary issues

Capabilities

- **Planning and Organising:** Plans, analyses and co-ordinates the delivery of projects while balancing priorities and resources
- **Analysis and Problem Solving:** Sources relevant information; identifies problems and offers sustainable practical solutions
- **Service Culture:** Considers other perspectives in making decisions and providing advice; strives to exceed expectations
- **Collaboration:** Proactively supports working together, shares ideas and provides constructive feedback; respects and values others
- **Creating and Innovating:** Explores concepts and insights generates new ideas and a range of innovative solution
- **Consulting and Advice:** Provides expert and valued advice; supports achievement of outcomes for stakeholders

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Special Requirements

- Infrequent work outside business hours is required
- Infrequent interstate or overseas travel is required
- Working with Children Check (refer to Recruitment Procedure)

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.