

# Position Description

## Program Support Officer



<b>Position Title</b>	Program Support Officer (PSO)
<b>Work Area</b>	Meryl Williams Fellowship (MWF)
<b>Supervisor</b>	Operations Manager
<b>Incumbent</b>	N/A

### Tetra Tech International Development

Tetra Tech has a 40-year history in successfully delivering international development projects on behalf of donors right around the world. Our people work side by side with local partners to support stability, economic growth and good governance, positively changing people's lives.

Tetra Tech International Development is part of global consulting firm Tetra Tech. The International Development team implements and manages projects designed to strengthen social and economic infrastructure and improve the lives of people in the Asia Pacific region.

We welcome applicants of all genders, disabilities, ages, ethnicities, and language group.

### Our Values

We are a values-based organisation, and our values reflect who we are and what we stand for, and strengthen our engagement with colleagues, partners and clients through our shared values and behaviours.



### Overview of Meryl Williams Fellowship

The prestigious Meryl Williams Fellowship (MWF) supports female agricultural researchers across the Indo-Pacific to improve their leadership and management skills. The Fellowship aims to contribute to more secure food systems by providing women in agricultural science with greater access to the resources and capacity-building initiatives that lead to improvements in decision-making, building collaborative networks, and supporting career advancement to drive institutional progress towards gender equity.

The MWF offers Fellows the chance to engage in intensive professional development through activities including learning workshops, mentoring programs, collaborative assignments, professional activities and digital engagement.

The MWF is fully funded by Australian Centre for International Agriculture Research (ACIAR). Tetra Tech has been contracted to design and deliver the MWF for an initial period of five years (to April 2029), with extension options for up to three years in total. Six cohorts, each with up to 20 participants, will be delivered in the initial five-year period. Tetra Tech's current delivery partner is the University of New England (UNE).

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## Position Summary

The Program Support Officer (PSO) provides administrative, operational, financial, and logistical support across the entire MWF life-cycle. The role will involve communicating with prospective and current Fellows and other external stakeholders, such as service providers. It will support high quality record-keeping, application and proposal compliance checks, event coordination, and the preparation of program materials and deliverables. As a member of the MWF Team, the PSO will foster continuous improvement and innovation, ensure quality delivery and maximise possible program outcomes for the MWF. The PSO will report to the Operations Manager.

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## Key Responsibilities

### Key responsibilities include

1. Monitor the MWF in-box, respond to routine enquiries, and triaging more complex communications to the Operations Manager or Program Director as appropriate
  2. Prepare routine financial documentation, including Project Expenditure – Payment Requisitions and support other financial management tasks
  3. Assist with the coordination of logistical arrangements for in-person and virtual MWF events and activities
  4. Liaise with Fellows to ensure that program documentation is provided at various stages of the MWF lifecycle
  5. Support preparation, formatting and quality assurance of program materials, reports and contractual deliverables
  6. Check eligibility and compliance of MWF applications, and Professional Activity proposals
  7. Liaise with service providers, as directed by the Operations Manager or Program Director
  8. Maintain accurate and up-to-date records, ensuring proper filing, data entry, and document management
  9. Adhere to and foster compliance with policies regarding preventing sexual exploitation, abuse and harassment, modern slavery, child protection, privacy, and fraud
  10. Undertake other duties as may be reasonably required by the Operations Manager or Program Director.
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## Selection Criteria

### Qualifications

- Tertiary qualification in a related field such as adult education, public administration, international development, project management, or demonstrated progress towards such a qualification; or equivalent demonstrated professional experience.

### Experience

- Experience in project coordination, customer service, administration, or supporting scholarship or fellowship programs
  - Experience developing and maintaining effective working relationships with both internal and external stakeholders, including liaising with scholarship or fellowship recipients and/or service providers
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## Selection Criteria

- Experience in coordinating logistics for in-person and virtual workshops and events (desirable)

## Knowledge and Skills

- Good organisational and time management skills with the ability to multi-task, prioritise effectively and meet deadlines
- Excellent interpersonal skills, including the ability to communicate with persons of various cultures and backgrounds
- Fluency in English, with strong written and verbal communication skills
- Demonstrated competence in office software packages including MS Office (Excel, Word, PowerPoint, Outlook), Adobe Acrobat, online databases, and other tools
- Understanding of data entry and recordkeeping principles

## Personal Attributes

- Ability to work independently and as part of a team
- Ability to exercise judgement and maintain confidentiality
- Motivated, engaged, service-oriented and solutions-focused
- Initiative and action orientation
- High attention to detail

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## Code of Conduct

In accordance with Tetra Tech's Code of Conduct and Client Service Standards, all staff are expected to display professional behaviour, communicate respectfully, and perform their duties responsibly.

## Child Protection

Tetra Tech is committed to protecting the rights of children. We reserve the right to conduct police checks and other screening procedures to ensure a child-safe environment.

## Gender Equality, Disability and Social Inclusion

Tetra Tech International Development does not discriminate on the basis of ethnicity, race, colour, religion, disability, sex, sexual orientation, gender identity or expression, national origin, veteran status, marital status, or any other identity. We strongly encourage applications from minoritized groups and promise to ensure our application process is accessible and inclusive.

## Preventing Sexual Exploitation, Abuse and Harassment

Tetra Tech International Development is committed to respectful workplaces and does not tolerate sexual exploitation, abuse or harassment of any kind.

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*A position description is not intended to limit the scope of a position but to highlight the key aspects of the position. The requirements of the position may be altered in order to meet the changing operational needs of Tetra Tech International Development.*