

Position Description

Program Coordinator



Position Title	Program Coordinator (Short Courses)
Work Area	Mekong-Australia Partnership Support Unit
Supervisor	Short Course Manager, Leadership and Skills
Location	Bangkok, Thailand

Tetra Tech International Development

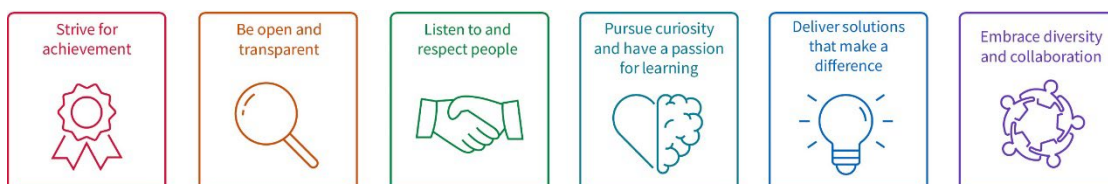
Tetra Tech has a 40-year history in successfully delivering international development projects on behalf of donors right around the world. Our people work side by side with local partners to support stability, economic growth and good governance, positively changing people's lives.

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 Mekong-Australia Partnership Support Unit (MAP)

The objective of the Mekong-Australia Partnership Support Unit (MAP SU) is to provide efficient and effective support and enabling services, and delivery of selected MAP activities as directed by the Mekong Hub at the Australian Embassy in Bangkok, Thailand to ensure that Australia is a trusted and visible partner in supporting a resilient, inclusive and sustainable Mekong subregion. The Support Unit will deliver the Leadership and Skills program, and enabling services for the Transnational Crime program. It will also support programming by providing administrative, logistical and/or technical support and assistance in the execution of parts of MAP such as organising events, conducting training or managing specific components of program delivery.

The Leadership and Skills multi-year program is a strategic, cross-cutting investment designed to deepen Australia's economic and security ties with the Mekong subregion (including Cambodia, Laos, Thailand, Vietnam, and Myanmar) by facilitating access to Australian education and professional learning, and promotion of

knowledge sharing and subregional cooperation. The Leadership and Skills program contributes to MAP portfolio outcomes by supporting diverse Mekong subregion leaders to tackle complex structural reforms and pursue joint, inclusive solutions to shared and transboundary challenges. With strategic guidance from the Mekong Hub and the Leadership and Skills Thematic Working Group, the program will deliver scholarships, short courses, masterclasses, regional dialogues, on-award and alumni engagement activities, including alumni grants.

Purpose and Objectives

The Program Coordinator (short courses) is responsible for coordinating the operational delivery of MAP SU's Masterclasses (short courses), Regional Dialogues and Mekong subregion related events. The role focuses on supporting logistical planning, participant mobilisation, coordination with local and regional stakeholders, event implementation, and post-event reporting. The Program Coordinator assists the Short Course Manager in ensuring Masterclasses, learning activities, and events are inclusive, effective and aligned with DFAT's development and diplomatic objectives.

The role also supports broader Leadership and Skills outreach and alumni participation in short courses, particularly where activities link to MAP's regional networks, thematic priorities, or high-level public diplomacy efforts.

Key Responsibilities

Program Coordination and Support

- Support the Short Course Manager in the delivery of Masterclasses (short courses), including supporting promotions, applications and queries management, notifications of participation and acceptance procedures.
- Coordinate participant mobilisation, ensuring alignment with DFAT branding and program guidelines.
- Provide program coordination support for other Leadership and Skills activities and events, including Alumni Regional Impact Grants and alumni events, Regional Dialogues, public diplomacy forums, reintegration sessions, and knowledge exchange.
- Coordinate event logistics including provision of timelines, travel venues, catering, accommodation, accessibility, support, and pre/post-event communications where required.
- Manage guest lists, invitation processes, registration tracking, and materials preparation in line with accessibility and inclusion standards where required. Ensure all events comply with MAP SU protocols on safety, safeguarding, and visibility.

Monitoring and Reporting

- Track and maintain detailed records for courses, dialogues and other events, including participant lists, travel data, invoices, and logistical records.
 - Assist with the collection of participant feedback surveys, post-event evaluations, and success stories for DFAT reporting.
 - Update and maintain the Masterclass participants/alumni database, including work-based projects information.
 - Assist the Short Course Manager to meet all reporting and compliance requirements, including compiling data for the Leadership and Skills indicators for the Six-Monthly and Annual Reports
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Key Responsibilities

Communications and Outreach

- Assist with outreach activities, including planning, procuring of services and goods, and implementation.
- Coordinate between the production, review, and tracking progress of communications products.
- Help ensure all communications and outreach activities comply with DFAT, MAP and MAP SU communications and branding guidelines.

Administration, Logistics and Financial Management

- Lead in the review of financial documents/acquittal documents submitted by participants and service providers.
- Provide administrative support including scheduling meetings, taking meeting notes, coordinating incoming and outgoing visits, and handling documentation filing and records.
- Provide administration and logistical support to the Leadership and Skills and MAP SU activities as directed.

Inclusion, Safeguarding and Compliance (Cross-cutting)

- Apply DFAT safeguarding principles including child protection PSEAH, fraud prevention, and Work Health and Safety throughout all planning and implementation activities.
- Ensure events and communications are inclusive and accessible, integrating gender equality, disability, and social inclusion (GEDSI) principles at every stage.
- Identify and escalate operational or reputational risks Short Course Manager or relevant MAP SU lead in a timely and accurate manner.

Selection Criteria

Qualifications and Experience

- A tertiary qualification in international development, communications and event management, public administration, or a related field.
- Demonstrated experience coordinating or supporting training programs, alumni activities, or capacity-building events in a development or government context.
- Experience in communications and outreach in a development or government context is an asset.
- Familiarity with DFAT policies and Australian development program environments is desirable.

Knowledge and Skills

- Strong organisational and multitasking skills to handle multiple priorities simultaneously and efficiently, especially under tight timeframes or when coordinating across locations.
- High-quality communications and interpersonal skills, including experience working with culturally diverse stakeholders.
- Proficiency in Microsoft Office Suite, SharePoint, event registration systems, and reporting templates.
- Attention to detail and ability to manage administrative workflows and handle sensitive information responsibly.

Personal Attributes

- Coordinate logistical and operational tasks efficiently while upholding quality standards.
- Work collaboratively with government partners, alumni, education providers, and team members across borders and cultures.

Selection Criteria

- Remain adaptable and solution-focused in a dynamic, multitasking environment.
 - Apply safeguarding and compliance policies effectively and consistently.
 - Promote inclusivity and uphold DFAT's values through respectful and ethical conduct.
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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.

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.