

Position Description

Delivery and Relationship Lead



Position Title	Delivery and Relationships Lead, TSSP
Work Area	Aus4ASEAN Futures-TSSP
Supervisor	TSSP Team Leader
Location	Jakarta, Indonesia (Hybrid working arrangement)

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.

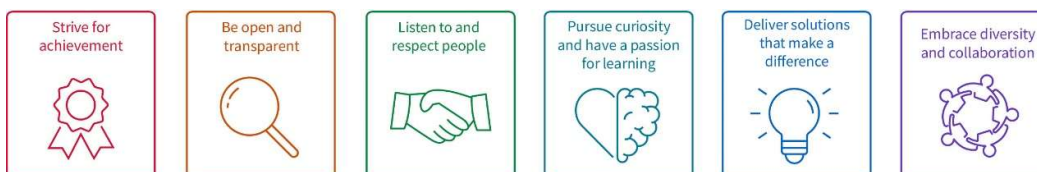
Tetra Tech International Development is part of global consulting firm Tetra Tech. The International Development team implements and manages projects designed to strengthen social and economic infrastructure and improve the lives of people in the Asia Pacific region.

Every Tetra Tech relationship is built on trust. Trust that is hard-earned through our proven expertise, our depth of global experience and our commitment to stay one step ahead. We create value throughout the project lifecycle and deliver vital international and local development projects for our clients. Our united group of specialists take enormous pride in collaborating with our project partners. By digging deeper. Thinking smarter. And seeing further. All so we can deliver the smartest solutions, every time.

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 AUS4ASEAN Futures

Aus4ASEAN Futures builds on the ASEAN-Australia Development Cooperation Program Phase 2 (AADCP II), a highly regarded program which has provided support to the ASEAN Economic Community (AEC) for 12 years. Aus4ASEAN Futures is embedded in the ASEAN Secretariat (ASEC) mobilising resources through an ASEAN trust fund account and using ASEAN procurement systems. This model of partnership and deep integration into

ASEAN systems is highly valued by ASEAN and unique to Australia. It demonstrates Australia's commitment to be responsive to ASEAN priorities and requests, and work as a true partner to ASEAN.

Aus4ASEAN Futures is a \$204 million investment over ten years. It will support activities in the ASEAN Political Security Community (APSC), ASEAN Socio-Cultural Community (ASCC) and AEC. The introduction of these communities will enable Australia to engage with ASEAN across a diverse range of strategic and emerging areas, from climate change to mental health, disaster preparedness to marine debris. Developing stronger links across a wide range of themes, it will increase connections with ASEAN and more effectively support a more resilient and integrated region.

The goal for Aus4ASEAN Futures is a "peaceful, prosperous, and inclusive" ASEAN with the following end of program outcomes:

(a) ASEAN member states' planning, policies and programs more effectively support all Communities to promote:

- (i) economic recovery, integration and connectivity;
- (ii) inclusive resilient communities; and
- (iii) peaceful, rules-based systems.

(b) ASEAN programs, plans and policies more effectively integrate cross-cutting issues including social inclusion, gender equality and disability.

(c) Australia is recognised for its positive contribution to ASEAN.

Tetra Tech has been appointed by the Department of Foreign Affairs and Trade (DFAT) as the Managing Contractor for the Technical Services and Support Program (TSSP). The Program is a 5-year investment, in addition to the Australian investment in the trust fund. TSSP offers technical and operational services to the PPMSU and the Australian Mission to ASEAN in key areas, including:

1. Long-Term Advisers: Recruiting and managing long-term advisers in monitoring and evaluation, strategic communications and public diplomacy, and inclusion;
2. Technical Experts: Sourcing, maintaining, and deploying technical expertise through panels of partner organisations and individual technical experts;
3. Travel and Logistics: Arranging and facilitating travel and logistics for representatives from ASEAN Member States (AMS), Australia, and other dialogue partner countries to participate in ASEAN activities; and
4. Flexible Fund Management: Managing a Flexible Fund and other program resources to support activities as needed.

Purpose and Objectives

The Delivery and Relationships Lead is responsible for the strategic coordination, quality oversight, and successful delivery of complex activities within the TSSP. By further enhancing the relationships with the client, internal teams, and delivery partners, this role ensures all delivery requests are managed proactively, translated into executable plans, and delivered to a consistently high standard.

This position requires strong judgment, advanced project management capability, and proven experience operating in high-stakes, multi-stakeholder environments. The Delivery and Relationships Lead will lead and supervise a team responsible for various aspects of delivery, activity quality assurance, and risk management, while ensuring seamless coordination with the Team Leader and Operations Lead.

The position will report to TSSP Head / Team Leader and will work closely with the Operations Lead to ensure program are managed and delivered in line with Aus4ASEAN and donor requirements.

Key Responsibilities

Key responsibilities include

Strategic Client and Stakeholder Management

- Serve as the senior point of coordination for client requests, ensuring responsiveness, clarity, and alignment with program objectives.
- Translate client needs into operational delivery plans, budgets, schedules, and service workflows.
- Maintain trusted working relationships with clients, partners, vendors, and internal stakeholders.
- Anticipate issues, provide practical solutions, and manage changes in scope, timing, or delivery requirements.
- Ensure all client engagements are managed professionally, with a strong focus on service excellence and accountability.

Delivery Leadership

- Oversee the end-to-end planning and delivery of a range of activities related activities that may include events, technical assistance and advisory services.
- Ensure all milestones, deliverables, and dependencies are managed effectively and on schedule.
- Lead the development of operational plans, delivery frameworks, and contingency arrangements.
- Ensure delivery is aligned with work order, client expectations, contractual obligations, and quality standards.
- Provide senior oversight during high-profile or sensitive events to ensure flawless execution.

Tasking Note Delivery Oversight

- Monitor and ensure the delivery of Tasking Notes (TN) in relation to activities.
- Review TN requirements, timelines, and deliverables to ensure they are accurately captured and actioned.
- Coordinate with internal teams and relevant stakeholders to track TN progress and ensure timely completion.
- Escalate delays, risks, or issues affecting TN delivery and take corrective action where required.
- Ensure TN outputs are aligned with client expectations, operational plans, and overall activity delivery requirements.

Team Leadership and Supervision

- Supervise, guide, and develop the team members that include Managers, Coordinators and Assistants.
- Set clear priorities, delegate responsibilities effectively, and monitor team performance against deadlines and quality standards.
- Provide coaching, feedback, and support to strengthen team capability and accountability.
- Foster strong collaboration across delivery functions to ensure integrated service delivery.
- Support to build a high-performing, responsive, and solutions-oriented team culture.

Quality Assurance and Continuous Improvement

- Establish and maintain high standards for activity delivery.
- Review operational outputs to ensure accuracy, consistency, and alignment with client requirements.
- Lead improvements to systems, workflows, templates, and standard operating procedures.
- Capture lessons learned and drive continuous improvement across delivery processes.
- Promote efficiency, risk awareness, and service quality across all operational activities.

Program and Operational Coordination

- Work closely with the Team Leader and Operations Lead to ensure delivery is aligned with broader program priorities and operational strategy.
- Monitor workloads, dependencies, timelines, and delivery risks across multiple concurrent activities.
- Contribute to operational planning, resource allocation, and performance reporting.
- Support budget oversight and cost-conscious decision-making in relation to delivery.
- Ensure accurate documentation, tracking, and reporting across all activities.

Risk, Compliance, and Governance

- Identify, assess, and mitigate operational, reputational, and delivery risks.

Key Responsibilities

- Ensure compliance with DFAT requirements, internal Tetra Tech and Aus4ASEAN Futures TSSP policies, procurement standards, and duty-of-care obligations.
 - Support governance processes through timely reporting, documentation, and escalation of issues.
 - Ensure delivery practices reflect high standards of probity, transparency, and professionalism.
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Selection Criteria

Qualifications

- Tertiary qualifications in public policy, international development, economics, or a related post-graduate qualification.

Experience

- Minimum 10 years' experience working in international development, preferably on government-funded programs.
- Experience working in DFAT-funded programs is desirable.
- Experience working with ASEAN Secretariat and/or multiple ASEAN Member States (AMS) is desirable.

Knowledge and Skills

- Good understanding of international development sector.
- Developed leadership and project management skills, including work planning, team building, capacity development and program delivery.
- Strong track record of team leadership, especially drawn from across organisations with different cultures, and demonstrated success working in a cross-cultural, multi-lingual environment
- Demonstrated skills in designing and implementing business systems and/or conceptualising program monitoring tools.
- Familiarity with Southeast Asia, including development and political economy issues in the region.
- Skilled in stakeholder engagement and communications management
- High English proficiency
- Strong written and verbal communication skills, including document reviews.
- Strong ability to draft, edit and review written deliverables and technical outputs.
- Knowledge of DFAT reporting and quality standards.
- Working knowledge of DFAT and Australian Government policies, such as the Commonwealth Procurement Rules, Commonwealth Grant Guidelines, preventing sexual exploitation, abuse and harassment, and child protection.
- Good IT skills and proficiency including Microsoft Word, Excel, Office 365, Outlook and PowerPoint.

Personal Attributes

- Ability to allocate/review priorities to meet deadlines
 - Highly resilient, able to stay calm under pressure
 - Strong judgement taking into account the perspectives of multiple stakeholders
 - Commitment to quality and ability to maintain high standards
 - Good time management and attention to detail
 - Team player who is also able to work independently
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Key Responsibilities

- Flexible and able to adapt to changing circumstances
- Self-motivated and able to motivate/coach/mentor others
- High-level of cultural awareness and sensitivity
- Behave ethically and appropriately at all times consistent with the intent of DFAT's Ethics, Integrity and Professional Standards Policy Manual
- Comply with, and advocate for, DFAT's policies on cross-cutting issues, including gender, disability, fraud and anti-corruption, PSEAH, child protection and environmental and social safeguard

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, Modern Slavery and Safeguarding

Tetra Tech has a zero-tolerance approach to sexual exploitation, abuse and harassment ('SEAH'), child abuse and exploitation, modern slavery and safeguarding related retaliation, and this zero-tolerance extends to inaction. Tetra Tech is committed to being a child safe organisation, and to promoting a culture that supports gender equality, and addresses the gendered drivers of violence against women and children. It is committed to fostering a culture where we prevent and respond decisively and appropriately to harm against people, and that all people are treated with dignity and respect, irrespective of country, program, or office where we work. This will require compliance with Tetra Tech's Safeguarding and other Codes of Conduct and our associated safeguarding policies (Child Protection and Child Safety, Prevention of Sexual Exploitation, Abuse and Harassment (PSEAH) policy and procedure, and Modern Slavery. Any successful applicants will be required to undertake satisfactory referee and criminal record checks prior to being appointed to any position.

Tetra Tech does not charge money or any kind of fee at any stage of the recruitment process (this includes applications, interviews, meetings, processing, administration, service and training). Tetra Tech will never ask for your sensitive information, such as bank account or other login details, including username or password.

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.