

Position Description

Program Officer



Position Title	Program Officer
Work Area	Mekong-Australia Partnership Support Unit
Supervisor	Awards Manager, Leadership and Skills
Location	Bangkok, Thailand

Tetra Tech International Development

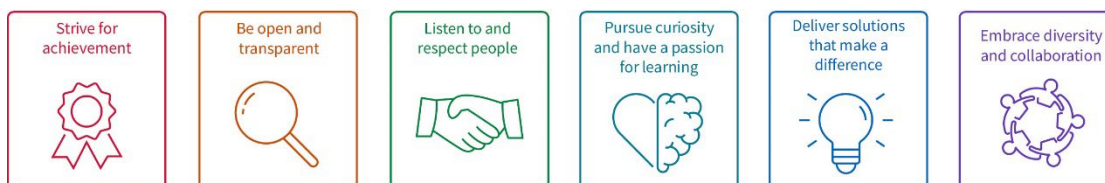
Tetra Tech has a 40-year history in successfully delivering international development projects on behalf of donors right around the world. Our people work side by side with local partners to support stability, economic growth and good governance, positively changing people's lives.

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 groups.

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 Mekong-Australia Partnership (MAP) activities as directed by the Mekong Hub at the Australian Embassy in Bangkok, Thailand to ensure that Australia is a trusted and reliable partner in supporting a resilient, inclusive and sustainable Mekong subregion. The Support Unit will deliver the Leadership and Skills (L&S) 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 L&S 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, Myanmar, Thailand and Vietnam) 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 apply their skills and capabilities to contribute to development across MAP thematic areas and pursue joint, inclusive solutions to shared and transboundary challenges. With strategic guidance from the Mekong Hub and the L&S 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 Officer is responsible for the effective support and administration of the Australia Awards Mekong-Australia Partnership (AAMAP) Scholarships in Thailand.

This role administers and triages all inquiries and communications related to scholarship applications in Thailand, providing timely and accurate information to applicants, awardees, and scholars. They also assist in managing administrative tasks involving AA MAP from Cambodia, Laos, Vietnam, and Myanmar.

Key responsibilities include maintaining accurate data records across each intake, ensuring documentation is verified and securely stored in Online Access to Student Information Services (OASIS) and program files. Working closely with and under the supervision of the Awards Manager, the Program Officer assists with outreach, application management, selection processes, stakeholder engagement, and awardee support. The role also oversees logistical arrangements for pre-departure activities such as English language testing (if required), reasonable adjustments for scholars with disability, medical clearances, and visa processing, ensuring smooth and efficient preparation for scholars' transition. The role requires strong organisational skills, attention to detail, and the ability to communicate effectively with all stakeholders. The Program Officer works collaboratively with the Awards Manager and the L&S team, contributing to the delivery of inclusive, responsive, and well-managed scholarship programs aligned with Australia's partnership and regional development goals.

Key Responsibilities

Program Delivery and Coordination

- Provide administrative and logistical support to various Leadership and Skills activities, primarily for the Australia Awards MAP scholarships.
- Support the Awards Manager in coordinating end-to-end application processes, including downloading applications, eligibility checks, preparing selection documents, scheduling interview, and communication with applicants. Assist with planning and logistics for interviews, briefing sessions, and other related events.
- Maintain organised and accurate program records, databases, and documentation.
- Administer and triage inquiries and inbox related to AA-MAP scholarship intakes. In consultation with the Awards Manager, respond to applicant enquiries via email, phone, and social media within agreed service standards.
- In coordination with the L&S MEL Manager, coordinate data capture across each intake including maintaining accurate records in OASIS and in program files, and verifying applicant documentation when required.
- Implement practical and logistical arrangements for AA-MAP scholarship recipients for mobilisation such as travel arrangements, medical and other visa related requirements), pre-departure events, English language testing if required.

Stakeholder Engagement

- Support the Awards Manager in maintaining a strong understanding of Department of Foreign Affairs and Trade (DFAT)'s values, Australia Awards branding and communication protocols, and ensure all outputs are compliant.

Inclusion, Risk and Safeguarding and Compliance

- Ensure that MAP SU engagement activities uphold DFAT's standards in relation to child protection, gender equality, disability and social inclusion (GEDSI), and preventing sexual exploitation, abuse and harassment (PSEAH).

Selection Criteria

Qualifications and Experience

- A degree in project management, international development, education, human resources, or a related discipline.
- At least 2 years of relevant experience working on a project coordination and support role, ideally within an international development or donor-funded context.
- Demonstrate awareness and value of mainstreaming MEL, GEDSI and climate resilience in programs.

Knowledge and Skills

- Strong administration and organisational skills with attention to detail and accuracy
- Strong program coordination and project management skills, with the ability to meet deadlines and manage competing priorities.
- Familiarity with DFAT scholarships and alumni programs, or similar programs delivered by bilateral or multilateral donors, is strongly preferred.
- Excellent interpersonal and communication skills, with an ability to work collaboratively and sensitively with stakeholders from diverse backgrounds.
- Well-developed Microsoft Office and digital platforms (e.g. Canva, WordPress, social media tools, CRM databases).
- Basic understanding of diversity, inclusion, and equity programs within program delivery

Personal Attributes

Significant demonstrated ability to:

- Adopt a high level of initiative, responsiveness and professionalism in managing competing priorities.
- Demonstrate cultural competency and sensitivity when working in cross-cultural settings.
- Demonstrate strong organisational skills and ability to meet deadlines under pressure.
- Become a collaborative and constructive team player who contributes to a positive workplace environment. Commitment to gender equality, disability inclusion, child protection, and safeguarding standards.
- Uphold ethical conduct, integrity, and accountability consistent with DFAT and Tetra Tech values.
- Adapt to changing priorities with resilience and professionalism, including the willingness to travel within the Mekong subregion as required.
- Strong communication skills in Thai and English (verbal and written).

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.