

Position Description

AAV Support Officer



Position Title	Australia Awards Vanuatu (AAV) Support Officer
Program	Vanuatu Australia Education Support Program (VAESP)
Reports to	AAV Manager
Duration of assignment	Until 20 December 2026, with possibility of extension
Location	Port Vila, Vanuatu
Incumbent	To be recruited

Program Overview & Background

The Vanuatu Australia Education Support Program (VAESP) is delivered by Tetra Tech International Development on behalf of the Australian Government through the Department of Foreign Affairs and Trade (DFAT). As part of VAESP, Australia Awards Vanuatu (AAV) provides scholarship opportunities that enable ni-Vanuatu to undertake tertiary study in Australia and the Pacific, helping to develop the skills, knowledge and leadership needed to contribute to Vanuatu's future development.

AAV supports recipients throughout the scholarship journey, from promotion and selection through to study, return and alumni engagement. The program also works with alumni to strengthen professional networks, support ongoing learning and development, and build enduring links between Vanuatu and Australia.

As VAESP approaches completion in December 2026, AAV continues to deliver scholarship and alumni activities while ensuring that key program knowledge, systems and operational processes are well documented and maintained. To support these activities, AAV is establishing an additional Support Officer position to provide administrative and operational assistance to the team while creating an opportunity for an emerging professional to gain experience in scholarship and alumni program delivery.

The AAV Support Officer will work closely with the AAV Manager and AAV Officer, supporting day-to-day program activities and contributing to effective program implementation through to completion.

Purpose of Role

The AAV Support Officer provides administrative and operational support to AAV, contributing to the delivery of scholarships and alumni activities that support education, leadership and development outcomes in Vanuatu. Working closely with the AAV Officer and AAV Manager, the role supports stakeholder engagement, event coordination, information management and program administration while building an understanding of scholarship and alumni program delivery.

This position is suited to a recent graduate or early-career professional who is interested in developing practical experience in program administration, education, international development or stakeholder engagement.

Key Responsibilities

Key responsibilities include:

- Develop an understanding of the Australia Awards program, including scholarship processes, policies and operational procedures.
- Support preparations for promotional events, outreach activities and provincial visits.
- Assist with responding to scholarship enquiries and stakeholder communications.
- Provide logistical and operational support during peak delivery periods, including scholarship selection, placement preparation, mobilisation, alumni activities and outreach events.
- Assist with maintaining accurate scholarship, awardee and alumni records, databases and filing systems.
- Support data entry and routine administration within OASIS and other program management systems under supervision.
- Provide logistical and administrative support for awardee and alumni activities, workshops, meetings and events.
- Undertake other administrative and operational duties as reasonably requested to support effective implementation of Australia Awards Vanuatu.
- Undertake assigned duties in accordance with Australia Awards policies, procedures and probity requirements, maintaining confidentiality and professionalism at all times.
- Support program transition, records management and knowledge-management activities, including maintaining organised filing systems, documenting processes and assisting with the archiving of program information.

Selection Criteria

Qualifications

- A tertiary qualification in a relevant field such as business administration, management, education, communications, human resource management, information systems, international development, or a related discipline is desirable.

Experience and Knowledge

- Previous administration, customer service, office support or program support experience is desirable, including through employment, internships, volunteer work or student leadership activities.
- Strong written and verbal communication skills in English and Bislama.
- Ability to communicate effectively and professionally with a diverse range of stakeholders.
- Strong organisational skills, attention to detail and ability to manage multiple tasks.
- Ability to prioritise work, meet deadlines and work effectively in a fast-paced environment.
- Sound computer skills, including proficiency in Microsoft Office applications (Word, Outlook, Excel and PowerPoint).
- An interest in scholarship programs, education, professional development, or international development is desirable.
- Willingness to learn new systems, processes and program requirements, including the Australia Awards operating environment.
- Demonstrated ability to maintain accurate records and handle confidential information with a high degree of discretion and professionalism.

Personal Attributes

- A proactive and positive approach to work.
- Strong interpersonal skills and a customer-service orientation.

Key Responsibilities

- Willingness to learn and take on new responsibilities.
- Ability to work collaboratively as part of a team while also working independently when required.
- Ability to remain organised and effective when managing competing priorities and supporting multiple activities simultaneously.
- High level of professionalism, integrity and reliability.
- Strong attention to detail and commitment to producing accurate work.
- Flexibility and adaptability in responding to changing priorities.
- Commitment to supporting the goals and values of Australia Awards Vanuatu.

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.

Tetra Tech International Development

Tetra Tech International Development delivers programs on behalf of governments, development partners and international organisations throughout the Asia Pacific region. In Vanuatu, Tetra Tech manages the Vanuatu Australia Education Support Program (VAESP) on behalf of the Australian Government.

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.

