POSITION DESCRIPTION

Deployment Support Officer

Position Title	Deployment Support Officer
Work Area	Australia Assists
Supervisor	Deployments Manager
Incumbent	Vacant

OVERVIEW OF PROGRAM

Australia Assists is an Australian Government program, implemented by Tetra Tech on behalf of the Department of Foreign Affairs and Trade. Australia Assists deploys humanitarian expertise to support global partners, including multilateral agencies, governments, and civil society organisations.

As part of Australia's humanitarian action, our goal is to save lives, alleviate suffering, and build resilience with a focus on upholding human rights and human dignity.

The Australia Assists end of program outcomes are:

1. Global partners increasingly access and benefit from timely, effective humanitarian expertise
2. Host organisations strengthen policy, practice, and inclusivity in climate resilient disaster preparedness, response and recovery, and in response to protracted crises.

TETRA TECH INTERNATIONAL DEVELOPMENT

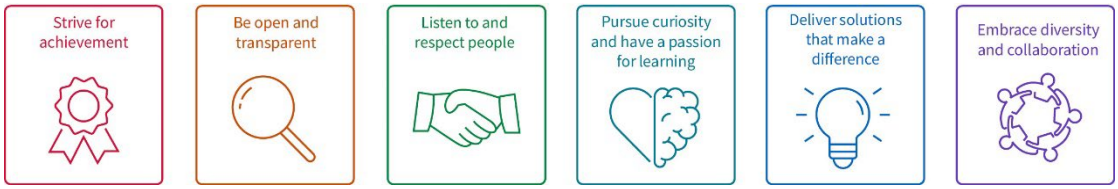
Tetra Tech has a 40-year history in successfully delivering international development projects on behalf of donors right around the world. Our people work side by side with local partners to support stability, economic growth and good governance, positively changing people's lives.

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.



PURPOSE AND OBJECTIVES

Reporting to the Deployments Manager and working closely with Deployments Coordinators, the Deployments Support Officer provides administrative, logistical and operational support across the deployment lifecycle.

The Deployments Support Officer will support the timely and effective mobilisation, deployment and return of deployees by coordinating routine deployment arrangements, maintaining accurate records, supporting communications and ensuring required documentation and systems are kept up to date.

The role is a key member of the Deployments team and provides responsive and customer-focused support to deployees and program colleagues and will contribute to the safe, efficient and well-organised delivery of deployments to maintain high standards of deployee experience, compliance and program administration.

KEY RESPONSIBILITIES

Key responsibilities include:

Deployment Administration and Coordination

- Provide day-to-day administrative support across mobilisation, deployment and return processes.
- Prepare deployment documents, checklists, briefings and correspondence.
- Maintain accurate deployment records, schedules and trackers.
- Follow up outstanding actions and escalate delays or issues as required.
- Support multiple deployments and competing priorities.
- Support the preparation and coordination of deployment information for Host Organisations and other stakeholders.
- Maintain records of deployment-related communications and actions.
- Track follow-ups and actions as required by the Deployments team.

Mobilisation, Travel, Safety and Compliance

- Support medical clearances, travel, briefings, accommodation, uniforms and other mobilisation requirements.
- Coordinate routine travel arrangements and provide deployees with relevant travel and mobilisation information.
- Assist with deployment assets, equipment and related records.
- Support health, safety, security and safeguarding requirements throughout the deployment lifecycle.
- Maintain required compliance and incident records and support follow-up as directed.
- Escalate health, safety, security, safeguarding or other risks as required.
- Handle confidential and sensitive deployee information appropriately.

Deployee Support

- Provide responsive administrative support and respond to routine deployee enquiries.
- Support wellbeing checks, referrals and return/debrief arrangements as directed.

KEY RESPONSIBILITIES

- Record feedback and lessons learned and escalate matters outside the role's scope.
- Escalate operational issues, risks or concerns as required.

Program and Team Support

- Provide administrative and coordination support to the Deployments team and other program activities as required.
- Support planning and continuous improvement of deployment processes and systems.
- Work collaboratively with other program teams to support effective deployment delivery.
- Use program resources responsibly and comply with Tetra Tech and Australia Assists policies and procedures.

SELECTION CRITERIA

Qualifications

- Tertiary qualification or relevant training in administration, logistics, business or a related field, desirable.
- Relevant professional experience may be considered in place of formal qualifications.

Experience

- Experience in administration, coordination, logistics, travel or program support.
- Experience coordinating travel, meetings, documentation or other logistical arrangements.
- Experience using databases, information management or document management systems.
- Experience in international development, humanitarian, government or NGO settings is desirable.

Knowledge and Skills

- Strong organisational and administrative skills, with good attention to detail.
- Clear written and verbal communication skills.
- Ability to manage competing priorities, meet deadlines and follow through on tasks.
- Ability to build positive working relationships with colleagues, deployees and stakeholders.
- Strong customer service skills and a responsive approach.
- Competent in Microsoft Office and other digital systems.
- Ability to maintain accurate records and handle confidential information.
- Ability to follow policies and procedures and identify opportunities for improvement.
- Cultural awareness and ability to work effectively with people from diverse backgrounds.
- Understanding of, or willingness to learn about, humanitarian and international development contexts.
- Commitment to gender equality, disability and social inclusion.

Personal Attributes

- Manages tasks effectively, meets deadlines and follows through on commitments.
- Takes initiative, accepts responsibility and follows matters through to completion.
- Works well with others and provides responsive, professional support.
- Responds positively to changing priorities and time-sensitive situations.
- Produces accurate, thorough and high-quality work.
- Works effectively and respectfully with people from diverse backgrounds.
- Open to feedback and committed to developing skills and knowledge.

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.