

Position Description

Program Support Officer (International Programs)

Department	International Program (IP)	Location	Tearfund's Blackburn, Victoria, office
Reports To	International Program Director (IPD)	Direct Reports	None
FTE	0.6 of a Full-time role (Equivalent 3 days per week)	Travel	None
Employment type	Fixed Term – 24 Months	Updated	September 2024

Position Purpose

This role provides support to Tearfund's International Program Team through providing high level administrative support with a focus on supporting the IPD with First People's partnership management, coordinating the Program Committee, drafting documents and collating reporting information, ongoing development and continuous improvement of IP program management systems and department processes, calendar management and coordinating IP events and meetings.

The Program Support Officer's work will demonstrate Tearfund values in all aspects of work. Tearfund staff demonstrate the compassion of and hope of Christ through partnerships that enable positive changes to occur in communities and the lives of people living with poverty, injustice and marginalisation.

Position Accountabilities

<i>Accountability</i>	<i>Outcome</i>	
<p>Tearfund Mission and Values</p> <p>This position supports Tearfund's strategy to facilitate and strengthen the development and humanitarian programs of our Christian international and First Peoples partner organisations. This role particularly furthers Tearfund's values of excellence and accountability, relationships, learning from others and a commitment to the poor.</p>	Effective support to the IPD and IP team in line with Tearfund's Christian values and ethos.	Essential
<p>Program Committee (PC) of the Board</p>		
<ol style="list-style-type: none"> With the IPD, develop the agenda, and distribute to the PC - ensure annual workplan and PC accountability framework are followed, and accurate minutes written and distributed. For the IPD's work with the Board, prepare and collate reports/memos for papers Coordinate the follow up of action items from PC meetings Ensure PC member details and information are correctly updated and maintained on Mango Apps 	<ol style="list-style-type: none"> Through the PC, the Tearfund Board is able to contribute to the effective oversight of Tearfund's international program. Documentation for PC meetings is produced in a timely accurate and excellent way. Meeting actions are completed by responsible persons in a timely way and reported back to the PC Records are current and accurate 	15%

IPD Support		
<ol style="list-style-type: none"> 1. Coordinating the review and change process for IP owned policies, procedures, guidelines and strategic documents. 2. Strategic plan targets and dashboard measures tracking for board reporting 3. Assist in preparing and writing papers for the LRT, ELT, Program Committee and others as requested 4. Assist the IPD with the administration related to First Peoples partnership management to ensure quality outcomes for Tearfund and the partners. <ul style="list-style-type: none"> – Organising and managing the First People’s Program Allocation Committee (FPPAC) – Uploading FP partner documents to Tearfund database – Sending reminders to FPP partners on reports and proposals as needed – Support with processing FPP payments and Agreements, and other updates as required on Badger – Ensuring that FPP compliance checks are up to date (Child Safety, anti-terror, environmental assessments etc.) 5. Assist the IPD with ongoing review and revision of Crisis Management Plan and associated training as required 6. Liaise with various stakeholders as requested by IPD about work tasks, ensuring clear communication and accountability. 7. IP partnership and project management system (s) support in collaboration with Digital Services Team 	<ol style="list-style-type: none"> 1. IPT Policies, procedures, guidelines and strategic documents are revised and approved as per schedule and as needed 2. Strategic plan indicators are tracked and reported in a timely way 3. Tearfund committees are well-resourced with relevant information and able to make evidence informed decisions. 4. FPPAC Volunteers have correct and sufficient information (including meeting dates and travel arrangements and logistical support if required) to enable full involvement and Decision-making about FPP grants. New members are recruited and inducted with appropriate due diligence completed 5. Crisis Management Plan is maintained in a current and usable format and Crisis Management Team is resourced to take agile and timely action if needed 6. Stakeholders have clear information on deliverables and IPD is informed of progress. Communication is supportive and friendly. 7. IP management systems are implemented and utilised to provide effective and efficient “one source of truth” for partner management. 	40%
IP Team support		
<ol style="list-style-type: none"> 1. Coordinate workflows for IPT; including monitoring of the IPT Strategic Plan activities, timeline of IPT policies for review, updating key dates and team job document/action plans, updating team calendar 2. IPT meeting agendas, notetaking and logistics and IPT meetings and retreat arrangements 3. Coordinate sharing of IP partner stories and information in staff meetings and other forums. 	<ol style="list-style-type: none"> 1. Effective and efficient IP workflows 2. Clear communication is shared in a timely way. Key events are run effectively, helping to support team culture and growth. 3. IP stories are coordinated in a timely way to provide learning for the wider Tearfund staff. 	30%
Effectiveness Support		
<ol style="list-style-type: none"> 1. Assisting the Effectiveness team with compiling indicators and collecting evidence for effectiveness report and other reports 	<ol style="list-style-type: none"> 1. Tearfund is supported to understand and demonstrate the effectiveness of its work to internal and external audiences. 	10%

Organisational Citizenship

<ol style="list-style-type: none"> 1. Role model Tearfund’s Christian values and be a positive example for both supporters, partners and Tearfund staff. Participate in the spiritual life of Tearfund. 2. Work collaboratively with team members and participate in cross-departmental working groups and other activities as approved by the IPD. 3. Promote a culture which is founded upon respect (including cultural safety) and safeguarding of children and adults at risk, by fulfilling specific child safe duties as applicable to your role, managing any abuse or harm risks through screening, training, and supervision requirements. 	<ol style="list-style-type: none"> 1. Tearfund’s Christian values are demonstrated and stakeholders experience excellence in engagement. Staff actively participate in spiritual rhythms of Tearfund – including biblical reflection, prayer, the annual Staff Gathering and other gatherings or events. 2. All staff model a ‘One Tearfund’ approach to work. Working group contributions are delivered as agreed to support organisational goals. 3. Participate in learning and development which supports Tearfund culture and safety. Ensure that activities are appropriately conducted in line with respect, cultural safety, and child safeguarding. 	<p>Organisational Citizenship is required to be always demonstrated, with specific activities taking approx. 5% of time.</p>
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Position Requirements

<p>Must Have</p>	<ul style="list-style-type: none"> ○ Active Christian faith and strong commitment to Tearfund’s Christian mission, values and ethos/Strong commitment to Tearfund’s mission, values and ethos ○ Excellent written and oral communication skills ○ Excellent problem-solving skills ○ Ability to take initiative with limited guidance within a team environment ○ Highly organised with well-developed organisational and administrative skills in program support or similar environment, including the ability to anticipate administrative needs, prioritise, plan, and organise tasks to achieve desired results. ○ Excellent at managing workflows and keeping others informed of progress ○ Excellent interpersonal skills with the ability to cooperate, to negotiate well and to build strong relationships both internally and externally ○ Demonstrated commitment and practice of integrity and confidentiality ○ Excellent attention to detail, that is reflected across all levels of administrative work and practice ○ High-level competence with MS Office products (Word, PowerPoint, Excel, Outlook), Google Suite software (Gmail, Drive, Sheets, Docs, Calendar), and Adobe tools ○ Solid understanding of cross-cultural sensitivity and safety and how that informs practice. ○ Takes responsibility for personal development.
<p>Highly Regarded</p>	<ul style="list-style-type: none"> ○ Experience working in a cross-cultural context ○ Relevant qualifications in program administration, international development, community development or similar and experience. ○ Experience working with project management software and databases
<p>Role Duties and Hours of Work:</p>	<ul style="list-style-type: none"> ○ While staff are not required to respond to unreasonable out of hours contact, Tearfund works in the International Aid Sector and the nature of this work includes attention to matters in diverse time zones, and engagement with stakeholders such as volunteers, supporters and partners at times which may be outside of standard Australian business hours. There will regularly be times when this role will need to respond to or carry out role duties outside of standard business hours, such as;

- Carrying out core role responsibilities which require contact with Board, supporters, partners or sector members, (i.e. minute taking at meetings, attending face to face or online calls coordinated around international time zones)
- “on call” responsibilities from time to time which will require the staff member to be contactable outside of standard working hours to manage role responsibilities such as when working to deadlines for reporting, Board meetings, International Program Allocation Committee involvement, crisis management situations.
- requiring the staff member to be contactable in emergency situations which pose a threat to the safety of Tearfund staff, partners, data or systems.

Working Environment Role Expectations

Safety and Conduct

1. Tearfund’s Code of Conduct and policies set expectations for all our staff.
2. Everyone at Tearfund is responsible for workplace safety both in terms of their own behaviour and taking action to resolve safety issues they become aware of.
3. Workplace safety may include the need for vaccination from time to time. There are many roles within Tearfund where it is lawful and reasonable to require vaccination (subject to medical advice) due to the nature of the work. The need for vaccination is assessed based on role responsibilities and work health safety considerations.
4. Tearfund is committed to the well-being and protection of children, the prevention and **zero tolerance** of any form of sexual exploitation, abuse, racism, bullying or harassment. Tearfund uses **child-safe** recruitment and screening practices and requires staff to complete ongoing due diligence checks such as a Working with Children Check and/or National Police Check and to advise Tearfund of any changes to their circumstances in Safeguarding related offences during the term of their engagement.

Diversity, Inclusion & Gender Justice

5. Tearfund promotes and encourages a diverse and inclusive workforce and an environment of mutual learning, respect, dignity, and an appreciation of difference and other perspectives. Each staff member is expected to demonstrate a commitment to inclusion, gender justice and equality.

Commitment

6. We expect that staff and volunteers will act on any concerns or incidents in accordance with Tearfund policies and guidelines. Specifically, the Program Support Officer (International Programs) will always carry out their responsibilities with due regard to Tearfund Australia's Code of Conduct and Safeguarding Policies and Guidelines.

Key Position Relationships

Internal	External
<ul style="list-style-type: none"> ○ International Program Director ○ IP Team Leaders ○ International Program Staff ○ Tearfund Board and related committees ○ Key Tearfund staff in Finance, Advocacy, Communications and Community Engagement 	<ul style="list-style-type: none"> ○ First People’s Program Allocation Committee ○ First Peoples Partners ○ Tearfund family members ○ ACFID ○ DFAT ○ Alliances and strategic partners ○ Co-funding organisations

Tearfund Mission

Tearfund Australia is a Christian development, relief and advocacy organisation responding to global poverty and injustice. Our vision is for a just and compassionate world in which all people have the opportunity to achieve their God-given potential. We will:

- *Inform, challenge and empower Australian Christians to make biblically shaped responses to poverty and injustice.*
- *Support community-based Christian groups, churches and mission organisations around the world as they work holistically with poor communities in development, relief and advocacy.*
- *Adhere to biblical teaching, and evaluate our work and attitudes in its light.*
- *Maintain a low-cost administration regime in order to maximise the funds allocated to project partners.*

Tearfund Values

As a faith-based Christian organisation, Tearfund Australia seeks to adhere to biblical teaching and evaluate work and attitudes in its light. Consequently, Tearfund Australia aspires to the following values:

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| A commitment to the poor | A commitment to participation |
| A commitment to the whole person | A commitment to excellence |
| A commitment to justice | A commitment to learn from others |
| A commitment to prayer | A commitment to collaboration |
| A commitment to relationships | A commitment to accountability |