

Role Description

Program Delivery Officer



ACTS overview

ACTS is a non-profit member based organisation representing higher and further education institutions within Australia and New Zealand. ACTS aims to inspire, promote and support change towards best practice sustainability within the operations, curriculum and research of the tertiary education sector. For more information go to www.acts.asn.au.

Primary purpose of the role

Provide account management and participant engagement at specified institutions in order to deliver ACTS programs (primarily Green Impact) to a high standard, ensuring individuals and institutions benefit from participation.

Key accountabilities

1. Account manage the implementation of Green Impact at participating institutions, including:
 - Facilitating a one day on site meeting at initial set up of an institution joining Green Impact. This will likely require travel (expenses covered by ACTS – as per travel policy)
 - Maintaining regular communications via video conference and email
 - Supporting participating institutions as required through provision of timely advice and resources
 - Ensuring participating members remain on track during delivery
 - Providing any necessary training
 - Developing reports for teams and the institutions at end of program delivery
2. Input into design of Green Impact processes, tools and materials, including online workbooks, recruitment and training processes and support, creation of confidential feedback reports, awards events and project communications.
3. Ensure that any expenditure incurred in carrying out the responsibilities of this role is approved following all finance procedures relating to invoice and expense payments.
4. Ensure project communications are appropriate, accurate, up to date, well linked and well presented.
5. Undertake all necessary duties and activities to deliver the role's responsibilities, alerting the General Manager to any barriers encountered and contribute to the successful resolution of any issues.

6. Carry out other duties and activities as may reasonably be required in order to support colleagues in achieving shared goals.

Key challenges

- Working independently in a home-based environment, with the guidance of the General Manager.

Key relationships

Who	Why
Internal	
General Manager	<ul style="list-style-type: none"> • Receive direction from this staff member for tasks and responsibilities outside of role specific requirements. Report regularly to this staff member as your immediate supervisor.
ACTS Board	<ul style="list-style-type: none"> • Governs the Association and sets the strategic direction and outcomes for ACTS
External	
Members, partners, community	<ul style="list-style-type: none"> • As current, future or possible program users

Role dimensions

Reporting line

The role reports to the General Manager.

Budget/Expenditure

The role has no delegation for expenditure.

Essential requirements

- Be willing and able to work from home or other suitable locations as ACTS is a geographically dispersed organisation with no dedicated office space.
- Hold an ABN such that they can be contracted into the advertised position.
- Hold Australian citizenship or appropriate working visa as ACTS is not able to sponsor this position.
- Experience of managing successful engagement programmes and/or behaviour change projects, including training events
- Experience of developing and maintaining excellent professional relations with internal and external colleagues at various levels
- Experience of undertaking data analysis
- Developed people skills, especially the ability to enthuse others
- Developed project management skills, especially time management and managing several projects at the same time
- Developed understanding of ethical and environmental issues and solutions in a workplace environment
- IT literate, with a detailed knowledge of Microsoft Office programmes





Desirable knowledge

- Familiarity with the tertiary sector environment

Capabilities for the role

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Foundational
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes		
Act with Integrity	Foundational	<ul style="list-style-type: none"> • Behave in an honest, ethical and professional way • Take opportunities to clarify understanding of ethical behaviour requirements • Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role • Speak out against misconduct, illegal and inappropriate

Capability Framework

Group and Capability	Level	Behavioural Indicators
Manage Self	Intermediate	<p>behaviour</p> <ul style="list-style-type: none"> • Report apparent conflicts of interest • Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth and develop and apply new skills • Seek feedback from colleagues and stakeholders • Maintain own motivation when tasks become difficult • Ability to work with minimum supervision, including remotely and whilst travelling
Relationships Communicate effectively	Intermediate	<ul style="list-style-type: none"> • Confident and effective presenter and public speaker • Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> • Understand the team/unit objectives and align operational activities accordingly • Initiate, and develop team goals and plans and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments
Results Think and solve problems	Intermediate	<ul style="list-style-type: none"> • Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are

Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Technology	Foundational	<p>used by the team/unit</p> <ul style="list-style-type: none">• Display familiarity and confidence in the use of core office software applications or other technology used in role• Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation• Understand information, communication and document control policies and systems, and security protocols• Comply with policies on acceptable use of technology
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none">• Perform basic research and analysis which others will use to inform project directions• Understand project goals, steps to be undertaken and expected outcomes• Prepare accurate documentation to support cost or resource estimates• Participate and contribute to reviews of progress, outcomes and future improvements• Identify and escalate any possible variance from project plans