



Position Description

Position title:	Project Coordinator – Digital Trust Service (DTS)
Entity:	Austroads
Group:	Product Development
Job Type:	Full-time (1.0 FTE)
Location:	Melbourne Office
Reports to:	Head of Programs – DTS
Responsible GM:	General Manager Product Development
Direct reports:	N/A
Date reviewed:	May 2025

Organisational Context

Austroads is the association of Australian and New Zealand transport agencies.

We provide authoritative, practical and impartial advice, information, tools and services to help our members to deliver safe, efficient and reliable mobility to their customers.

We also deliver value to a range of other key stakeholders across government, industry and communities, where there is a demonstrated societal benefit to do so.

Austroads comprises several business activities, including the core Austroads work program, the National Exchange of Vehicle and Driver Information System (NEVDIS), and Transport Certification Australia (TCA).

Our teams are located across Australia and New Zealand. We work in an integrated and collaborative way, along with external consultancies and other partners, to ensure our products and services are delivered successfully and maximise value.

Austroads promotes a culture of professionalism, innovation, and integrity, with a commitment to accountability, quality, and excellence in the delivery of all of our programs and services. Austroads values continuous improvement, and all staff are expected to engage in their work in a spirit of curiosity, collaboration, and proactivity.

We recognise the unique skills and abilities of each individual, who come from a wide range of disciplines and backgrounds. We support our people through ongoing development and learning opportunities and create a supportive team environment for all our staff. We strive to be an employer of choice.

Austroads takes inclusion and diversity seriously. We embrace difference and diversity of identity, experience and thought, and actively strive for inclusive behaviours across our company and our work.

The Role

Team purpose

The Product Development team oversees management and coordination of select significant implementation projects for Austroads, with a focus on the development and implementation of new products and services, in alignment with Austroads strategic objectives and the evolving needs of our members and key stakeholders.

Position purpose

The Project Coordinator – Digital Trust Service (DTS) is responsible for providing project coordination and support for the Austroads Digital Trust Service project. This is an exciting and innovative area focused on the supporting Australia to move to digital driver licences that can be used across Australia and internationally.

Major responsibilities/accountabilities

The role is responsible for:

- Project management support for nationally significant and strategic projects undertaken by the Austroads Digital Trust Service project.
- Delivering effective secretariat services for internal and external governance groups, including organising and administering meetings, preparing meeting packs, coordinating input from jurisdictions and other stakeholders, analysing and disseminating information on activities and preparing and distributing minutes and actions.
- Stakeholder management including establishing effective working relationships and managing stakeholder documentation.
- Coordination activities including:
 - emails and correspondence related to the digital driver licence and credential verifier project
 - assisting with procurement documentation and contract management
 - identification of relevant conferences, industry events for attendance and management of attendance
 - assisting with event planning and management of workshops and other stakeholder events.
- Managing reporting using Austroads project management tools and processes.
- Day-to-day management of consultants to achieve the program's objectives and ensure projects are delivered on time and on budget.
- Undertaking day-to-day administrative requirements and assisting with other Austroads activities as required.
- Contributing to continuous improvement, identifying ways to enhance value for our members and the public.
- Maintaining and adhere to Quality Systems processes and procedures associated with the role.
- Other duties as directed.

Key stakeholder interfaces

Internal

- Project Director – DTS
- National Harmonisation Lead – DTS
- General Manager Product Development
- Contracts Administrator

External

- Industry consultants and experts
- Austroads member organisations
- External governance groups

The Person

Qualifications, knowledge, and experience

The Project Coordinator – DTS will possess:

- A thorough understanding of project and program management frameworks and methodologies, with a demonstrated ability to apply program management principles.
- Strong administrative and Secretariat skills.
- Proven ability to work independently and a capacity to meet challenges through the application of personal initiative and development of innovative options and solutions.
- An understanding of the issues associated with driver licence management and digital identity would be highly regarded.
- A knowledge of government decision making processes and procedures would be highly regarded.

Personal qualities

The incumbent will need to present a professional image and build a strong relationships across the enterprise. Specifically, the role requires:

- Highly developed analytical and problem-solving skills, including strong conceptual skills, the ability to apply sound judgement to complex policy challenges and knowledge of government decision making processes and procedures.
- The ability to determine work priorities and complete concurrent tasks and projects to a high standard within strict deadlines.
- Highly developed written and oral communication skills, as well as negotiation and interpersonal skills, including the ability to consult, liaise and influence, conduct high level and sensitive negotiations and the ability to build working relationships across various organisations.
- Can-do attitude and willingness to learn.
- Strong networking and teamworking skills.
- Strong attention to detail.
- Professional ethics and integrity.
- Comfort working in an environment which is constantly evolving.

Capability profile

Flexibility and Adaptability	Adjusts approach in line with changing priorities. Is open to acquiring and developing skills and knowledge, adapts to new ways of working or organise work to deliver results.	Foundation
Critical Thinking and Problem Solving	Objectively analyses and evaluates available data, points of view, needs of stakeholders and potential solutions before recommending relevant actions or decisions.	Intermediate
Stimulate Ideas and Innovation	Gathers insights and embraces new ideas and innovation to inform future practice	Intermediate

Project/Work Delivery and Management	Defines work activities required to deliver against outcomes intended, in line with agreed timeframes, resources, and ways of working. Understands and applies effective project planning, coordination and control methods.	Intermediate
Data Literacy	Utilises diverse data sources to improve the speed and quality of service delivery and decision making processes	Intermediate
Knowledge Management	Establishes mechanisms to record and share knowledge and experience to enable the retention and expansion of corporate knowledge.	Foundation
Stakeholder Management	Identifies stakeholders impacted by decisions. Takes steps to keep interested parties engaged while managing expectations on outcomes.	Foundation
Work Collaboratively	Collaborates with others, demonstrating an understanding of their value to the organisation.	Foundation