



## Position Description

Position title:	Senior Project Coordinator
Entity:	Austroads
Division:	Data and Technology
Job Type:	Full-time (1.0 FTE)
Location:	Austroads Sydney Offices
Reports to:	Head of IT Operations
Responsible GM:	Chief Data and Technology Officer
Direct reports:	N/A

## 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 Data and Technology team focuses on harnessing the power of data and technology to support our member organisations to deliver an improved outcomes for roads and transport users.

Our mission is to enable data-driven decision-making, enhance operational efficiency, and create value for our stakeholders. We do this through the proactive development and implementation of contemporary Data and Technology standards and systems.

Here are some key points that encapsulate our purpose:

We treat data as a valuable corporate asset. Our team aims to deliver its completeness, quality, security, and accessibility, allowing us to derive meaningful insights and drive informed actions.

We leverage state-of-the-art technologies; and we use the best systems for the task. Our goal is to empower our organization with scalable, reliable, and agile solutions.

We collaborate closely with business units, ensuring alignment between data/technology strategies and organizational goals. By bridging the gap between technology and business, we drive holistic transformation.

Our group serves as an innovation hub, constantly exploring emerging trends and experimenting with novel solutions. We foster a culture of curiosity, experimentation, and continuous learning.

Our Data and Technology team is not just about bits and bytes; it's about unlocking the full potential of data/technology to propel our organization forward.

### Position Purpose

Reporting to the 'Head of IT Operations' the Senior Project Coordinator will coordinate the delivery of multiple concurrent projects across infrastructure, cloud services, and enterprise platforms, while engaging stakeholders to define business needs and translate them into structured, actionable plans.

The successful candidate will combine strong project coordination capabilities with hands-on business analysis skills. They will play a key role in ensuring the delivery of initiatives that improve operational efficiency, enhance user experience, and align with the broader strategy.

### Major Responsibilities/Accountabilities

The role is responsible for:

#### Project Delivery and Administration

- Coordinating multiple projects from initiation to close, within the IT Operations Team.
- Developing and maintaining detailed project plans, budgets, and timelines.
- Ensuring adherence to project governance frameworks, processes, and standards.
- Identifying risks, develop mitigation strategies, and resolve project issues proactively.
- Documenting current state processes and design improved future-state workflows.
- Assisting with administration and processing of key vendor documents, such as purchase order, invoice, billing, and vendor related approvals.

## Engagement

- Understanding and communicate requirements and constraints effectively.
- Coordinating change implementations, testing, and release planning.

## Stakeholder Management

- Collaborating with a wide range of stakeholders including senior executives, vendors, and end users.
- Acting as a trusted advisor and central point of contact for project communications.
- Preparing and delivering clear, structured reports, presentations, and documentation.
- 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

- Head of IT Operations.
- Chief Data and Technology Officer.
- Austroads staff.

### External

- Austroads approved vendors and suppliers.

## The Person

### Qualifications, Knowledge, and Experience

The Senior Project Coordinator will possess:

- Proven experience delivering multiple projects concurrently in a technology setting.
- Solid understanding of cloud-hosted environments (e.g. Azure, AWS) and enterprise platforms including Microsoft 365.
- Excellent attention to detail with a structured and process-oriented approach.
- Strong stakeholder engagement skills across all levels of the organisation.
- Exceptional communication and interpersonal skills.
- Ability to manage competing priorities and work both independently and collaboratively.
- Experience partnering with internal stakeholders across multiple sites to achieve business outcomes and optimise delivery.

### Desirable Qualifications and Experience

- Project Management certification (PMP, PRINCE2, or Agile).
- Experience with ITIL frameworks and service operations.
- Exposure to enterprise security, identity management, or networking environments.

## 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 challenges.
- 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, interpersonal skills, including the ability to consult, liaise and influence, the ability to build working relationships across various organisations.
- A service focussed approach.
- Strong networking and teamworking skills.
- Strong attention to detail.
- Commitment to ongoing professional development and learning.
- 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
Makes Insightful Decisions	Makes considered, ethical and courageous decisions based on insight into the broader context.	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
Digital and Technological Proficiency	Integrates digital and technological developments in the design and delivery of relevant policies, programs and services.	Intermediate
Stakeholder Management	Identifies stakeholders impacted by decisions. Takes steps to keep interested parties engaged while managing expectations on outcomes.	Intermediate
Knowledge Management	Establishes mechanisms to record and share knowledge and experience to enable the retention and expansion of corporate knowledge.	Intermediate
Communicating with Impact	Uses various communication media to convey information, ideas, and insights in ways that maximises understanding of key messages. Possesses good written and verbal communication skills.	Foundation

Influence/Negotiate and Persuade	Gains consensus and commitment from others to promote the organisation's agenda and plans. Works proactively to anticipate and resolve issues and conflicts	Intermediate
Lead and Navigate Change	Articulates changes required, supports individuals to successfully adopt change and achieve organisational goals.	Intermediate
Team Management	Defines work activities, team structure and individual roles to optimise business outcomes	Intermediate