



Position Description

Position title:	Project Coordinator
Entity:	Austroads
Division:	Strategic Engagement & Performance
Job Type:	Full-time (1.0 FTE)
Location:	Melbourne Office
Reports to:	Project Manager
Responsible GM:	General Manager Strategic Engagement & Performance
Direct reports:	N/A
Date reviewed:	August 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 Strategic Engagement and Performance team is responsible for providing a whole-of-organisation approach to support the evolving needs of members, and to guide the identification, establishment, and delivery of projects in alignment with strategic objectives.

The team comprises four key functions:

- **Strategy and innovation**
 - *Strategic Member relationships* - Cultivate and manage strong member relationships, ensuring alignment and understanding of their diverse priorities. Proactively engages with members and stakeholders to gather insights, direction, and needs, acting as a conduit for strategic and policy initiatives.
 - *Scoping and Innovation* - Identify and prioritise innovative ideas and project requests, as a conduit between members and the product and service delivery teams for innovative and feasible project generation.
- **Delivery and performance**
 - *Project management office (PMO)* - Manages and leads Project Management Office (PMO) functions across the organisation, including Portfolio, Program and Project Management Framework (PMF).
 - *Performance improvement* - Monitors and tracks organisational KPIs and collaborates across Austroads to identify improvements.
- **Communications and marketing**
 - Implement targeted strategies to effectively convey Austroads' direction, collaborating seamlessly with other teams for cohesive communication and stakeholder engagement.
- **Publications and knowledge assets**
 - Manage content produced by Austroads which is relied upon by external stakeholders to inform best practice, so that all content is mapped, standardised and revised consistently.

Together, these functions enable Austroads to translate strategic vision into tangible actions, elevate member engagement and satisfaction through improved coordination and more strategic communication channels and identify new and innovative opportunities to deliver value to members. This team will support Austroads execute strategic recommendations, refine future delivery approaches and as Austroads evolves, enhance its overall performance over time.

Position Purpose

The Project Coordinator is responsible for providing coordination and support for Austroads projects managed from within the Strategic and Engagement team.

Major Responsibilities/Accountabilities

The role is responsible for:

- Administratively supporting projects managed within the Strategic Engagement and Performance team, including initiatives within the Scoping and Innovation Panel.
- Delivering effective project management support, with a focus on:
 - organising and coordinating meetings, preparing meeting packs, coordinating input from stakeholders.
 - accurately recording agreed outcomes and actions from meetings and workshops.
 - capturing stakeholder feedback and requirements.

- analysing and disseminating information for status and maintenance of activities and preparing and distributing online actions.
- Stakeholder management, including establishing effective working relationships and managing multiple matters that may arise, being able to respond effectively and action, escalate where required.
- Coordination activities including:
 - emails and correspondence, administrative and coordination.
 - preparation of papers and documents using standard templates.
 - assisting with procurement documentation and contract management.
 - assisting with the planning of meetings and management of workshops.
- Managing reporting using Austroads project management tools and processes within the Project Management Framework (PMF).
- Day-to-day management of objectives and milestones to 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 continual 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:

- General Manager Strategic Engagement and Performance
- Project Manager – Digital Content and Strategic Projects
- Project Teams
- All staff.

External

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

The Person

Qualifications, Knowledge, and Experience

The Project Coordinator – Digital and Strategic Projects will possess:

- A thorough understanding of project and program management frameworks and methodologies, with a demonstrated ability to apply program management principles.
- Strong administrative management 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 digital content 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 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.
- Highly developed organisation skills, and to work with competing priorities.
- The ability to determine work priorities and complete concurrent tasks and projects to a high standard within strict deadlines.
- Strong 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.
- 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

Digital and Technological Proficiency	Integrates digital and technological developments in the design and delivery of relevant policies, programs and services.	Intermediate
Data Literacy	Utilises diverse data sources to improve the speed and quality of service delivery and decision making processes.	Foundation
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.	Intermediate
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
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.	Foundation
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.	Intermediate
Working Collaboratively	Collaborates with others, demonstrating an understanding of their value to the organisation.	Advanced