



An Australian multi-country initiative

# Terms of Reference: Program Support Officer Market Development Facility

Reports to: Central Program Manager, MDF

Classification: Locally Engaged Staff position

Location: Brisbane, Australia

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Market Development Facility is an Australian Government funded multi-country initiative which promotes sustainable economic development, through higher incomes for women and men, in our partner countries. We connect individuals, businesses, governments and NGOs with each other, and with markets at home and abroad. This enhances investment and coordination and allows partnerships to flourish, strengthening inclusive economic growth.

MDF is funded by the Australian Department of Foreign Affairs (DFAT). It is implemented by Palladium in partnership with Swisscontact.

The Program Support Officer will support the MDF shared resource and central operations team with administration, travel arrangements, procurement support, and asset management. S/he will need to be methodical and systems oriented, as they will work with multiple systems across both MDF and corporate platforms. They will be required to maintain strict confidentiality, be compliant with MDF and Palladium policies and use sound judgment while performing her/his duties.

## Key Responsibilities

### Travel Logistics

- Liaise with Egencia travel management and support maintaining working relationships with key contact points in Palladium to ensure service reliability and issues escalation
- Manage the mobilisation / demobilisation of all Long-Term Advisers across the facility, liaising with the local country team members as required.
- Support other MDF travel as required, including flights, accommodation bookings, transport, and visa support

### Due Diligence

- Review documentation and undertake checks via Compliance Desktop for all MDF staff, consultants, partners, and vendors where requested.
- Refinitiv: Support due diligence processes by running Refinitiv Searches (LTA, STA, LES, Partners, Service Providers) as requested and maintain records on SharePoint

### Contracts

- Review and track MDF Partner Agreements, MOUs, Subcontracts, Consultant Agreements, vendor / supplier contracts and other documents if needed
- Use MDF's Management Information System, Contracts Registry and SharePoint to keep up to date information on MDF's contracts
- Together with Focal Points as well as the Central Program Manager, support the quality and compliance of all contracts and agreements developed and approved in country and maintaining a corrective action spreadsheet.
- Liaise with the Focal Points to highlight contractual risks and ensure these are documented and mitigation actions are implemented
- Monitor progress of contracts that are managed at the central operations level (e.g. Communications Panels, short-term Q&I adviser contracts) including tracking the status and spending against the contract budget.

### **Systems Support**

- Undertake occasional audits of SharePoint filing management in line with filing guidance
- Office365: Support the Central Operations team to resolve ad hoc queries relating to Office365, including password and access issues. This may involve liaising with IT Support and/or other Palladium representatives to resolve issues.
- Other: Manage MDF's facility-wide Teams / Power BI / other licenses including tracking of approved users

### **Procurement Support for the Central Program Manager**

- Ensure the procurement of all goods and services are in accordance with Palladium's Procurement Policy and Guidelines and Australia's Commonwealth Procurement Rules
- Work with Contracts & Procurement Focal Points in each country to ensure the procurement exercises are planned and undertaken according to plan and well in advance of the expiration of the previous/existing contracts
- Procure goods and services for MDF shared resource team activities, where they are not based in an MDF country, in accordance with Palladium's Procurement Policy and Guidelines and Australia's Commonwealth Procurement Rules
- Assist with the review of procurement documentation and processes to ensure quality and compliance
- Coordinate the updating of procurement plans / pipelines and trackers across the Facility
- Track progress of all procurement activities (including procurement of goods and services, and of short-term advisers) that have been reviewed by Central Operations and released to market

### **Asset Coordination**

- Work with Central Program Manager and Focal Points to ensure all MDF country asset registers and related documentation are up-to-date and accurate
- Support the Central Program Manager and Focal Points to monitor asset procurement, transfer, donation and disposal, ensuring required documentation to support asset register data is accurate and filed correctly on SharePoint
- Support the MDF Central Operations team with all aspects of administration
- Coordinate Facility Trackers including but not limited to travel, procurement, and contracts. Flag any potential issues and remind the Central Program Manager, respective contract manager where insurance policies / contracts coming up for expiry
- Gather and compile data / information for ad hoc documents and reports when requested, including any relevant data required for MDF's Management Information System
- Undertake an ongoing review of relevant sections of the MDF Manual and provide suggestions for updates to the Central Program Manager
- Follow up STA timesheets and invoices monthly as assigned
- Develop Payment Approval Forms for central (non-country specific) invoices and expenses

### **Other**

- Other activities as reasonably directed by the COO, Central Program Manager, or other representative(s) of Palladium

### **Requirements**

- Demonstrated prior experience in all stages of procurement and asset management, especially in the support function of large-scale projects
- Proven track record in administration, and implementing office management systems and procedures
- Experience in or willingness to learn procurement and contract management in accordance with DFAT procurement systems and processes, Commonwealth Procurement Rules and DFAT Fraud Control guidelines and policies.
- Proactive approach to work tasks with a high level of attention to detail and accuracy within all aspects of work.
- Ability to work with Microsoft Office programs, in particular MS Word and Excel to a high level of proficiency
- Ability to work to deadlines and to balance competing priorities
- Ability to develop strong relationships with internal and external stakeholders