

AVI Position Description – Innovation Coordinator - AVP

POSITION TITLE: Innovation Coordinator <i>Max Term to 31 December 2021</i>	CLASSIFICATION: AVI Band 3 TRP \$73K – \$81K AUD	PROGRAM: Australian Volunteers Program	DATE: January 2021
LOCATION: Melbourne <i>(WFH and On-Site)</i>	REPORTS TO: Innovation Fund Manager	POSITIONS REPORTING TO THIS ONE: None	
ORGANISATION <p>AVI is an Australian not-for-profit organisation committed to achieving economic and social development outcomes across Asia, the Pacific and the world. AVI believes in self-determination with locally owned and led change. We work for a peaceful, sustainable and just world by partnering with people and organisations to share skills, knowledge and experience to achieve the positive change and development goals they seek.</p> <p>As an international development not-for-profit with 150 staff, AVI has offices in Melbourne and 22 countries internationally supporting volunteers, students and mentors in 28 developing countries.</p> <p>AVI is a managing contractor for DFAT with \$195m under management, predominantly under the Australian Volunteers Program.</p>			
KEY OBJECTIVE: <p>This role coordinates the delivery of new volunteering model prototypes through building and documenting new processes and supporting volunteers and partners to trial new models. A key priority in 2021 will be supporting multiple country teams as they design and test new local models of volunteering.</p> <p>The Innovation Coordinator will also support discovery (research) or design activities for the Innovation Fund, such as undertaking data analysis, supporting journey mapping, running small network activities or interviewing stakeholders.</p>			
RELATIONSHIPS AND INTERACTIONS: Internal <ul style="list-style-type: none"> • Partnerships and Innovation Manager • Innovation Fund Manager • Partnerships Team • Regional Directors • In-Country Staff External <ul style="list-style-type: none"> • Volunteers • Australian and international partner organisations • Innovation partner (The Australian Centre for Social Innovation) 		PHYSICAL DIMENSIONS: This role requires the ability to: <ul style="list-style-type: none"> • Sit or stand for long periods, as well as regular bending, crouching and reaching. • Use an appropriate lifting technique to manually handle office files and items. • Operate a computer accommodating reasonable adjustments. • React to a display (computer screen) throughout the workday. • Use a telephone within reasonable adjustments (including use of headset). 	

<p>DECISION MAKING: This role works under the supervision and direction of the Innovation Fund Manager. This role will conduct tasks, and activities requiring the use of knowledge in a specialised field. This role will perform duties consistent with defined scope of work set by the Innovation Fund Manager and the needs of the Australian Volunteers Program within the Partnerships team, with limited scope to work outside these parameters.</p>	<p>POSITION DIMENSIONS: N/A</p>
<p>KEY CHALLENGES</p> <ul style="list-style-type: none"> • Working in ambiguity - in an environment with iterative developments or undefined processes • Effective time management and prioritisation to meet deadlines with multiple concurrent time-sensitive activities and tasks. 	
<p>VALUES: We expect all our employees demonstrate the ability to uphold AVI Values through behaviour, leadership, and projects. Our Values are: Equity and Social Justice Diversity and Inclusion Integrity Partnership Solidarity Respect</p>	
<p>KNOWLEDGE AND EXPERIENCE REQUIREMENTS Knowledge and demonstrated experience in:</p> <ul style="list-style-type: none"> • Experience working on projects or activities that involve international deployment and the associated planning, organisation, logistics and administration • Strong project documentation and administration experience • Understanding of and experience operating in an International Development context • Demonstrated experience in building and maintaining strong professional and collaborative relationships in a cross-cultural context • Experience in volunteer administration or management (desirable) • Understanding of, or experience in, innovation, human-centred design, design research or evaluation (desirable) • Understanding of and commitment to Equal Opportunity/Inclusive practice, Workplace Health & Safety, Privacy and Child Protection principles and practices <p>Skills & Attributes</p> <ul style="list-style-type: none"> • Open and constructive communicator as a team member and with external stakeholders • Strong initiative and administration skills to plan and prioritise project deadlines • Strong problem solving skills, comfortable with ambiguity and uncertainty and the ability to work independently to achieve quality outcomes • Creative, flexible and capable of working conceptually • Proficient with database, spreadsheet and word-processing software. Salesforce or other CRM experience will be highly regarded. • <p>Qualifications</p> <ul style="list-style-type: none"> • Relevant post-secondary and/or tertiary qualifications • And/or equivalent experience in a similar field 	

ACCOUNTABILITIES		
KEY RESULT AREA	KEY ACTIVITIES	PERFORMANCE MEASURES
Prototype development	<ul style="list-style-type: none"> • Support country teams to create new volunteer models by undertaking tasks similar to those below or supporting teams to do so • Map the activities and inputs required from across the program to deliver alternative models of volunteering • Develop project timelines and coordinate with others to meet those timelines • Work collaboratively with teams across the program to adapt policies, documentation and processes for the new models • Develop documentation for procurement where external services are required to deliver the mapped model • Liaise with Volunteer Services learning team to ensure appropriate learning and development resources are developed and available for volunteers and partner organisations • Identify risks and propose approaches to risk management 	<ul style="list-style-type: none"> • Feedback from country teams on support • Project plans developed in collaboration with other teams • Prototypes developed as agreed • Roadblocks and risks for prototypes identified and communicated to Innovation Fund Manager in timely way
Prototype delivery	<ul style="list-style-type: none"> • Coordinate with cross-program teams to promote prototypes to volunteers and partner organisations • Respond to queries and support prospective volunteers, partner organisations and the program's in-country teams across the assignment lifecycle • Develop and coordinate selection processes for volunteers and partners to participate in prototypes • Provide additional support to the Volunteer Services team for due diligence, on-boarding and mobilisation, as required, for prototype participants • Document key processes in the program operations manual or other documentation, including development of system change requests 	<ul style="list-style-type: none"> • Feedback from stakeholders • Documentation prepared and updated

	<ul style="list-style-type: none"> • Present to program teams or other stakeholders on prototypes and what has been learned 	
Contribute to the Innovation Fund	<ul style="list-style-type: none"> • Support the management of the Innovation Fund through coordinating meetings, workshops and documentation for the Innovation Fund, the program’s innovation partner, the Fund’s governance group and teams across the program • Support the Innovation Fund Manager to undertake procurement activities and financial administration • Document key learnings from developing prototypes or models in order to inform future innovation activities • Coordinate discovery (research) phase activities, including identifying and coordinating stakeholders to take part; desk research; and data analysis using in-house data sources 	<ul style="list-style-type: none"> • Fund administration completed in a timely way • Reports and documents prepared to suitable standard • Agreed discovery or design activities delivered
Team Work	<ul style="list-style-type: none"> • Develop and maintain proactive and productive working relationships with both internal and external stakeholders • Communicate information as appropriate with relevant team members and to ensure they have up-to-date information • Participate in team activities and meetings demonstrating respect and consideration for individual experience and expertise. • Engage in continuous learning and contribute positively to a collaborative and respectful working environment aligned with the culture and values of AVI 	<ul style="list-style-type: none"> • Mutually respectful and collaborative working relationships within and between teams • Feedback from stakeholders

ADDITIONAL REQUIRMENTS:

- In addition to the above, any and all other duties and responsibilities are to be performed as required and consistent with this role
- This role may require some work outside of regular hours
- This role does not currently require travel, due to COVID-19 restrictions. Should these change, this role may require occasional interstate or overseas travel
- Understanding of, and commitment to, EEO and privacy principles
- A Background and Security and commercial credit check will be performed as a requirement of this role
- An offer of employment to this role may be subject to a satisfactory criminal record check. This may include require appropriate international police clearances if you have lived in a country (or countries) outside of Australia for a period of more than 12 months in the last five (5) years
- Continued employment may be subject to additional security checks from time-to-time