

Aus4Growth Terms of Reference 046 – Program Support Officer

Program Name	Aus4Growth
Date	23 September 2026

1. Background & context

Aus4Growth (A4G) is a partnership between Australia and Vietnam and aims to close gaps in policy and practice to support enhanced economic growth, trade and investment, clean energy and transport, inclusion, and digital acceleration.

Building on previous programs – Aus4Reform and Aus4Transport – A4G integrates emerging initiatives in economy, energy, trade, inclusion, and digital. A4G will directly support the priorities of the Australia – Vietnam Development Partnership Plan 2025-2030 and the Australia-Vietnam Comprehensive Strategic Partnership (March 2024).

A4G is funded by the Australian Government Department of Foreign Affairs and Trade (DFAT) and managed by Boston Consulting Group (BCG).

A4G is seeking to recruit a **Program Support Officer** to provide operational, administrative and coordination support that enables effective implementation of program activities. The role will work closely with A4G program and operations teams to coordinate program logistics, finance and procurement administration, human resource processes, stakeholder activities, records and other support functions required for effective program delivery.

2. Position title & reporting lines

Job title	Program Support Officer
Program Name	Aus4Growth
Duration	12 months, with the possibility of extension
Reports to	Operations Manager
Funding agency	Department of Foreign Affairs and Trade (DFAT)

3. Role purpose

The Program Support Officer provides operational, administrative and coordination support to facilitate the effective implementation of Aus4Growth program activities.

The Program Support Officer ensures that support processes are delivered in a timely, accurate and well-coordinated manner, in accordance with A4G procedures, DFAT requirements and relevant organisational policies. The role contributes to efficient program delivery by supporting teams to plan, implement and follow up on activities and by maintaining accurate and complete program and operational records.

The role reports to the Operations Manager and works collaboratively with A4G team members, consultants, service providers, government stakeholders and other partners as required.

4. Key responsibilities

The Program Support Officer will provide day-to-day operational, administrative and coordination support to facilitate effective program delivery and ensure compliance with A4G and DFAT requirements. The role will undertake other tasks and responsibilities as assigned by the Operations Manager from time to time.

- **Program Operations, Administration & Logistics**
 - Provide operational and administrative support to program teams to facilitate the planning and implementation of A4G activities.
 - Coordinate travel, visa and accommodation arrangements for A4G personnel and consultants in accordance with A4G and DFAT requirements.
 - Support day-to-day office, facilities and asset management, including coordination with relevant service providers.
- **Finance and Procurement Support**
 - Support routine program financial and payment processes in liaison with the Financial Coordinator, including invoices, payment documentation and follow-up of required approvals and supporting documentation.
 - Support procurement administration, maintain procurement records and liaise with vendors and relevant team members to ensure procurement requirements and documentation are completed in a timely manner.
- **HR and Recruitment Support**
 - Coordinate administrative requirements for new staff onboarding, including virtual desktop access, IT system setup, equipment and other onboarding requirements.
 - Support routine HR administration and documentation processes, including maintaining personnel records, staff documentation and other HR-related records.
 - Support recruitment administration as required, including interview coordination, candidate documentation and maintenance of recruitment records.
- **Program Activity and Coordination Support**
 - Support logistical arrangements and coordination for stakeholder meetings, workshops, seminars and other program activities, including venue bookings, invitations, participant coordination, catering, materials and related travel requirements.
 - Coordinate with A4G teams, consultants, service providers and stakeholders to organise and follow up on the operational and logistical requirements of program activities.

- Maintain activity-related records, participant information and supporting documentation to facilitate program reporting and follow-up.
- Provide other ad-hoc support to program activities during periods of surge workload, peak delivery periods or where additional support is required.

5. Selection criteria

- **Education qualifications:** Bachelor's degree or equivalent qualification in business administration, human resources, development studies, or a related field. Equivalent relevant professional experience will also be considered.
- **Relevant experience:**
 - Must have at least 2 years of experience in administrative, logistics, or operational support roles within international development programs or other donor-funded initiatives.
 - Must have prior, demonstrated experience coordinating travel, visa and accommodation arrangements, as well as meetings, workshops, events or other program activities.
 - Experience supporting routine financial and procurement processes, including documentation, invoices, approvals and maintaining accurate records.
- **Skills and attributes:**
 - Strong record-keeping and document management skills, with the ability to maintain accurate, organised and up-to-date records and documentation.
 - Strong attention to detail and demonstrated ability to maintain accurate records and documentation.
 - Proactive approach to identifying, following up and resolving routine administrative and operational requirements.
 - Ability to multitask, prioritise competing demands and manage multiple deadlines.
 - IT and system proficiency: Must be proficient with Microsoft Office and basic database and office systems, as well as other program management tools.
 - High proficiency in Vietnamese and English language, both written and spoken.
 - Ability to work collaboratively in a fast-paced and diverse working environment.
 - Ability to handle confidential personnel, financial and program information with appropriate discretion and professionalism.