

Program Coordinator Opportunity

The Opportunity

An exciting opportunity exists for a dynamic person to join our passionate and dedicated consulting team in Melbourne. We are looking for candidates with strong interpersonal and client management skills to coordinate Synergistiq's School Council Training program and provide administrative support to our research and evaluation projects.

Synergistiq is contracted by the Victorian Department of Education (DE) to deliver training to all Victorian Government School Councils through five modules on Governance, the President's role, Finance, Strategic Planning and student-only sessions.

The majority of training takes place between March and October of every year. Most sessions are virtual, with some delivered face-to-face in certain circumstances.

The Role

The Program Coordinator:

- plans the promotion and delivery of school council training
- recruits, helps to train and supports a pool of school council trainers
- develops and promotes the schedule of training events throughout the year
- liaises with school staff in relation to their training and review needs
- coordinates the allocation of trainers to training events, which at time may also include making travel arrangements
- manages external client and internal relationships
- provides reports, as needed.

This role is not required to design or deliver any of the learning content as part of the program. Facilitating meetings with our team of school council trainers and the Department of Education may be required at times.

Synergistiq has been delivering School Council Training for over 5 years and has established and documented processes in place. We are looking for someone who will bring innovative ideas to build and grow the School Council Training program.

In addition to the above, the role may also include other administrative duties as required and discussed. This may include supporting our research and evaluation projects, developing communications or promotional material or general business administration tasks. Candidates with any interest in these aspects are encouraged to discuss with us as there is a degree of flexibility, depending on the successful candidates interests.

This role reports directly to and works with our Executive Director.

Candidates with experience in the school system are encouraged to apply.

This role may require some after-hours availability as many training events begin at 6:30pm. Occasionally this requires a staff member to be available should any technical issues come up. This

responsibility is shared across the team with everyone having advanced notice of any time they may need to be available.

The role is offered as an initial 10-month contract, with the possibility of an extension or conversion to permanent.

About you (key selection criteria)

You will bring the following experience and skills to the role:

Required

- Commitment to Synergistiq's purpose and values
- Demonstrated program coordination and administration experience
- Exemplary interpersonal skills, including telephone skills, with a demonstrated ability for building and maintaining relationships with clients and colleagues
- Familiarity and comfort with technologies, including proficiency in utilising computer programs such as Microsoft 365 and Zoom, and a willingness to learn/upskill around systems and database management
- Attention to detail and ability to follow processes, offering suggestions or improvements as they may arise

Highly desirable

- Understanding of the school education system and the complexities facing Victorian schools
- Familiarity with webinars and online delivery of content
- Experience with Canva and website managements, such as Elementor
- Report writing or data analysis skills
- Experience providing technical and phone support for participants and facilitators for the virtual (Live) events as required

About us

Synergistiq has been a trusted and respected consulting business for 31 years. We draw upon the deep knowledge and experience of our people to provide evaluation and research, strategic planning and development, and facilitation and engagement services. We work across complex areas such as education, health, justice and social services, applying systems and strengths-based approaches with participatory engagement. We collaborate with our clients from government, not-for-profit and corporate sectors to solve multifaceted challenges, support evidenced-based decision-making and strengthen the impact of their work to achieve education, employment, and community outcomes.

We live our values in the way we work together and with our clients:

Collaboration We draw on one another's strengths and ideas, work alongside our clients, and value our stakeholders as partners in the process, to offer more than what was asked.

Community We value difference and create belonging, identify connections for clients through broad, inclusive consultation, and hear the voices of all stakeholders, to create open, trusted engagement.

Learning We are ceaselessly curious and open to the new, share different perspectives and possibilities with our clients, and engage in mutual learning with our stakeholders, to strengthen pathways to opportunity.

About our working environment

We are a highly-collaborative, supportive team. We work flexibly and in a blended work environment, with staff able to work from home or from our office. We work out of Our Community House in North Melbourne and most staff work two – three days from the office.

The role is advertised as a full-time role. We are open to discussing part-time or job-share arrangements. We will agree the optimum way of structuring the work with the successful candidate.

To apply

To apply for the role, please email recruitment@synergistiq.com, with a succinct cover letter and CV that collectively address the key selection criteria. For a confidential conversation, please telephone Nicole Donaldson on (03) 9946 6800. We are looking to fill this role as soon as possible, applications will be screened and shortlisted during the advertising period. Early applications are encouraged.

Applications close on Wednesday 20th March at 5pm.