

POSITION DESCRIPTION

Cancer Council Australia is the leading national non-government cancer control organisation. We develop and promote independent, evidence-based policy and information on cancer prevention, detection, treatment and care. We support our members, the eight state and territory Cancer Councils, to: undertake and fund cancer research; prevent and control cancer; and provide information and support for people affected by cancer.

JOB TITLE:	Program Support Coordinator	DIVISION:	Program Management Office
LOCATION:	Sydney	STATUS:	Fixed Term until 30 June 2027
REPORTS TO:	Head of National Programs	HOURS:	35 hours per week
AWARD:	Clerks Private Award – Level 3	AWARD <input checked="" type="checkbox"/>	AWARD: <input type="checkbox"/> NO
POSITION NO:		LAST UPDATED:	April 2026

Organisational context

As Australia's leading cancer charity, Cancer Council unites the community, provides support, invests in research and saves lives. We are proud to work across all stages of the cancer journey from prevention to end of life.

Cancer Council Australia's (CCA) key strategic priority areas are research, prevention, support, policy, advocacy and sustainability.

The Cancer Navigation Service ("the Service") is a key component of the Australian Government's Australian Cancer Nursing and Navigation Program (ACNNP). This national initiative is enhancing and expanding Cancer Council's existing information and support services to provide more timely, equitable, and culturally safe access to information, navigation, and support for anyone impacted by cancer. The project aims to integrate, strengthen, and digitalise navigation pathways, offering new ways for people to connect with support that best meets their needs now and into the future.

CCA has now stood up the Navigation project ("the Program"), to now design, build and deliver the Service the behalf of the Cancer Council Federation (the Federation). CCA's Program Management Office (PMO) has been established to support the nation-wide delivery team in delivering to Program requirements. The PMO provides support to the project delivery team through several functions: program planning and coordination, procurement, governance and assurance, stakeholder engagement and change management.

Role description

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This role sits within the Program Management Office (PMO) of Cancer Council Australia (CCA), reporting to the Head of National Programs, and is well-suited to an aspiring project manager.

The Program Support Coordinator role offers an exciting opportunity to combine excellent administrative support expertise with broader project and program management, communications and stakeholder engagement skills, as part of an innovative program to help support people affected by cancer and improve cancer outcomes.

The role is critical in providing administrative and operational support for both the PMO and delivery team and coordinates Program activities within the Program including state level Cancer Councils as well as with key external stakeholders such as the Department of Health Disability and Ageing.

Other activities will include supporting in program governance, acting as the secretariat for Program stage gates and committees, preparation of communications for and liaising with internal and external stakeholders, coordination of meetings, support in reporting and maintaining organisational records, support in contract and finance management e.g. invoicing, and maintenance and refinement of Program processes.

This is an important role that will require well-developed organisational and communication skills, and a proven ability to work across multiple work streams and tasks each day. To be successful, you'll be innately passionate about working for a leading charity that makes a difference to people affected by cancer.

Primary Responsibilities

Program coordination and support

- Coordinate day-to-day operational support for the Navigation Program to enable effective delivery across multiple streams
- Provide Secretariat support to Navigation governance bodies (Committees; Advisory Groups), including coordination of meeting logistics, preparation of agendas and papers, drafting minutes, tracking actions, and follow-up where required
- Manage and oversee Navigation shared drives, including document organisation, folder structures, access permissions, and internal/external drive migrations
- Coordinate logistics for program activities, including planning days, workshops, co-design activities, and webinars (venue bookings, catering, technology, and on-the-day coordination).
- Provide coverage for Stakeholder Engagement activities as required, including managing engagement inboxes, communications, and logistics for training and webinars

Administrative support

- Manage the Navigation Program inbox, ensuring timely responses, appropriate follow-up, and re-routing of enquiries where required
- Schedule and coordinate internal, Departmental, and external meetings, including:
 - Coordinating calendars and availability polls
 - Sending calendar invitations and managing meeting changes
 - Booking meeting rooms and shared workspaces
- Coordinate monthly and ad hoc Department meetings, including preparing agendas, recording minutes, and tracking actions
- Support PMO project officers in the coordination of CCA Federation-related meetings, including agenda preparation, minute-taking, paper distribution, and sharing recordings

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- Maintain accurate administrative records, including contracts, invoices, correspondence, approvals, and deliverables in accordance with governance and audit requirements
- Coordinate Navigation-related travel bookings through Corporate Traveller, including flights, accommodation, car hire, and changes or cancellations.
- Provide general administrative and operational support to the Navigation Program, responding to ad hoc requests as required.

Team support

- Working with PMO project officers to support in the management of the Program budget including maintaining documentation relating to budget, processing invoices, and support in contract management for all subcontractors and suppliers.
- Support development of and maintain effective working relationships with internal and external colleagues and stakeholders, including Steering Committee members, relevant State and Territory stakeholders and Federal Government stakeholders.
- Provide program management and administrative support to the Program Management Office, including tracking and monitoring tasks and actions in project management software and coordination of all internal meetings (drafting agendas, taking minutes, circulating actions).
- Support in the coordination of all internal project reports and key updates, including key stakeholder communications
- Contribute to the continuous review and improvement of PMO systems and processes
- Supporting team recruitment and onboarding including preparation of onboarding materials
- Other duties as required

Other Accountabilities

- Work Health and Safety:
 - Contribute to a safe workplace.
 - Promote and implement health and safety policies and procedures.
- Adhere to all CCA internal policies and external legislations i.e Privacy Act, PCI Compliance, Charitable Fundraising Act requirements, financial controls etc.
- Contribute to the overall wellbeing of the organisation and avoid participation in any activity that might be harmful to the good operation, health or reputation of the organisation.
- Assist in the delivery of other activities depending on the needs of the team and organisation.

Main Challenges

- Working in a fast-paced dynamic program environment
- Managing competing activities and priorities, and the needs of multiple stakeholders and committees, while meeting the demands of a fast-paced, diverse Program.
- Providing high quality program and secretariat support to a broad range of stakeholders and committees working in diverse and highly specialised fields.
- Working across a broad range of tasks simultaneously.
- Working with a complex stakeholder network, both within the Cancer Council Federation and with external partners including the Australian Government and broader ACNNP Partners.

Relationships

Position reports to the Head of National Programs at CCA.

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Position works closely with the following roles:

- Project officer- Procurement
- Project officer – Governance
- Program Delivery Manager
- Program Director
- Chairs of various Committees and Working Groups

Selection Criteria

Essential

- Demonstrated experience in a high-level administration, project coordination, or project management role.
- Excellent organisation and time management skills, with the ability to manage multiple tasks to meet deadlines, and with a keen eye for detail and accuracy.
- Experience providing secretariat support, scheduling meetings, capturing actions and circulating key communications.
- Experience working in a fast-paced environment.
- Excellent verbal and written communication skills.
- High level of proficiency in using office tools such as MS Office, SharePoint, Adobe, MS Teams etc.
- Demonstrated skills in building relationships and working with a wide range of internal and external stakeholders.
- Proven ability to show initiative, problem solve, and deliver in environments of ambiguity.
- A team player, with a commitment to Cancer Council's purpose.

Desirable

- Background in administration, project, or programs in the health sector.
- Exceptional stakeholder management skills and a high level of resilience.
- A seasoned diplomat, able to juggle competing points-of-view and negotiate consensus, whilst meeting tight deadlines.

APPROVED BY:

Date:

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