

Job Description



Program Coordinator (AI Program)

Reports to: Head of AI Capabilities & Solutions

SBS Values, Vision and Purpose

The Program Coordinator is responsible for undertaking their work in a way that reflects SBS's Charter, Vision and Values and complies with relevant SBS policies, procedures and practices. At SBS, we expect you to be audience obsessed, be bold and brave, embrace difference, participate fully and ensure that we look out for one another. We are all working together to fulfil SBS's purpose and create a more cohesive society.

Role Purpose

The Program Coordinator will provide hands-on coordination and support for the SBS AI Program. This role focuses on execution: managing deliverables, tracking progress, preparing reports, coordinating workshops, and ensuring smooth rollout of AI program initiatives.

The right individual is a doer—highly organised, pragmatic, and flexible. They will thrive in managing multiple tasks, engaging stakeholders across divisions, and making sure work gets completed on time. This role requires strong attention to detail, comfort working across different program streams, and the ability to adapt quickly to shifting priorities.

Key Responsibilities

Program Coordination & Delivery:

- Coordinate and track activities across AI Program streams (Governance & Program Management, Enterprise Process Improvements, Content Solutions).
- Maintain RAID (Risks, Assumptions, Issues, Dependencies) register and ensure timely escalation.
- Monitor milestones and deadlines, following up with stakeholders to ensure delivery.
- Prepare clear, concise reports and presentations for AI Steering Committee, ExCom, and other forums.
- Assist with scheduling, logistics, and documentation for program activities.

Workshops & Rollouts:

- Support the planning and delivery of workshops (requirements gathering, training, awareness sessions).
- Lead Process Mapping, Concept pruning and resource management for new ideas and concepts that are received as potential AI use cases



- Support cost benefit analysis and business case management for use cases that are recommended for wider rollout
- Coordinate rollout of AI guidelines, policies, and education materials.
- Assist with execution of program events such as roadshows and training sessions

Communications & Engagement:

- Draft internal updates and contribute to AI Hub content, newsletters, and staff communications.
- Ensure timely and accurate communication of program updates to stakeholders.
- Provide administrative and coordination support for program comms activities

Stakeholder Management:

- Proactively establish and maintain positive working relationships with key project resources and business stakeholders through partnership, empathy, and collaboration.
- Manage 'upwards and sideways' with key stakeholders outside of the AI Program, as well as senior executives throughout the business, ensuring clear and targeted communication.
- Develop trust through accurate delivery, clear and concise reporting, and reliable guidance.

Qualifications & Skills

- Experience in program or project coordination, ideally in technology, digital, or transformation environments.
- Excellent organisational skills; ability to work on more than one project at a time with exceptional attention to detail and a high level of quality.
- A history of delivering projects on time, on budget, and meeting customer expectations.
- Familiarity with governance processes, risk tracking, and workshop facilitation
- Ability to work under pressure and willingness to work outside 'normal' working hours, if required.
- Impressive analytical, problem-solving, and critical thinking abilities.
- Strong interpersonal and oral communication skills, able to liaise effectively with staff at all levels and from diverse backgrounds.
- Strong corporate writing skills, and able to prepare compelling and informative presentation material.
- Ability to understand and adapt to colleagues from different cultures.
- Ability to utilise interpersonal skills to positively influence stakeholders.
- Well-developed presentation skills, with the ability to convey confidence and credibility.
- Flexible approach with the ability to work in a busy and dynamic environment.

Key Capability

Capability	Level	Behaviour
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Collaboration	Function	• Draws all team members into active and enthusiastic participation • Ensures team members work towards common goals • Offers to help others achieve their goals where appropriate • Speaks of team members positively • Makes personal effort to treat all team members fairly • Publicly credits team members who have performed well • Genuinely values team members' input and expertise • Keeps team members informed and up to date regarding work in progress • Sets the example for team qualities, such as respect, helpfulness and co-operation
Customer Focus	Function	• Ensures function makes attempts to add value to the customer/client • Coaches function to seek ways to enhance customer satisfaction and loyalty • Coaches function to align needs to available products, services &/or solutions • Takes actions that reinforce the customer/client orientation of the team/function • Monitors customer/client complaints • Monitors customer/client satisfaction
Innovation	Function	• Encourages team/function to generate new and original ideas • Suggests modifications to processes and procedures to improve current performance • Offers original solutions that facilitate the achievement of team/functional goals • Considers new concepts as potential opportunities • Participates in ongoing activities/taskforces to develop creative initiatives • Recognises and rewards creativity and innovation
Organisational Awareness	Function	• Turns business objectives into commercially focused team goals • Understands the impact of organisational policies &/or procedures on the function • Ensures satisfaction by addressing both business and customer needs • Considers impact of potential risks, and/or opportunities on the team/function • Is aware of market/industry dynamics • Considers the financial implications of decisions regarding the team/function • Uses financial reports to encourage team performance and to inform team decision making
Results Focus	Function	• Encourages team members to make specific changes in work methods or practices to improve performance • Encourages team members to seek alternative possibilities when faced with obstacles • Ensures team members persevere with responsibilities to ensure project completion



		• Streamlines processes and procedures to ensure efficient outcomes • Strives to identify and minimise barriers to excellence • Ensures own & team responsibilities are completed within designated timeframes
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Workplace Health & Safety

In relation to Work Health & Safety, you must comply with your safety responsibilities as detailed in relevant Acts, Regulations, Standards, Codes of Practice and the SBS Safety Management System (SMS)

All workers are required to:

- Take reasonable care for own safety and safety of others
- Cooperate with policies and procedures and directions from management with regards to health and safety
- Where hazards are identified, report them to line manager and take corrective action where able
- Report all work related incidents to line manager within 24 hours of occurrence
- Ensure workers, visitors and clients are :
 - made aware of their WH&S responsibilities
 - have received adequate safety induction and other WH&S information, instruction and training to enable them to conduct their work safely
 - follow safe work practices