



Position Description

Position title:	Administration and Operations Manager
Reports to:	Senior Manager Finance and Operations
Direct reports	<ul style="list-style-type: none"> • Receptionist • Managed IT services contractor
Hours	0.6FTE or 22.5 hours per week
SCHADS award role classification	Level 4
Date Updated:	June 2024

About the Role

This role offers an exciting opportunity to support the Australian Breastfeeding Association as we continue to educate towards, and advocate for, a breastfeeding inclusive society.

As the Administration and Operations Manager for the National Support Office, you will manage operational aspects as well as administrative tasks of the Australian Breastfeeding Association (ABA) and report to the Senior Manager Finance and Operations. Office Management includes facilities management, stock management, human resources assistance, project management, championing work health and safety, and administrative duties. This role will provide you with the opportunity to play to your strengths and bring initiatives to improve the overall operations of the National Support Office and ABA nationally.

Key Responsibilities

Operations	<ul style="list-style-type: none"> • Ensure efficient operations and of the management of ABA's National Support Office in Melbourne • Maintain risk management systems • Manage day-to-day IT needs in conjunction with managed service provider • Maintain effective lines of communication with ABA branch administration teams • Foster a team environment of trust, cohesion and transparency in working across multiple functional lines and across all branches • Manage and liaise with external suppliers and contractors • Lead and manage ABA's procurement and disposal of all office supplies,
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	equipment, assets, furniture, consumables and office supplies
Workplace health and safety	<ul style="list-style-type: none"> • Champion ABA's Workplace Health & Safety Lead the inter-branch Workplace Health & Safety working group, driving high standards in safe, healthy environments for our work and all our people • Support the senior management team, Executive Officer and Board of directors in ensuring the health and safety of the Association's services and people • Provide comprehensive health and safety reports to senior management and the Board, ensuring compliance and continuous improvement.
Membership	<ul style="list-style-type: none"> • Facilitate inclusive and effective member elections and AGMs, ensuring smooth governance processes. • Ensure an effective and inclusive AGM each year for ABA members • Address and resolve member-related complaints and concerns to maintain a supportive member environment.
Human resources	<ul style="list-style-type: none"> • Implement equitable HR policies and processes, fostering a supportive and inclusive culture. • Enable talent attraction and retention by ensuring timely reviews and promoting diversity and inclusion strategies.
Administration	<ul style="list-style-type: none"> • Reception duties on regular days when receptionist not rostered, including email, phones, and mailings • Ensure accurate and up-to-date financial records by performing basic bookkeeping tasks • Maintain ABA's insurance policy coverage and ensure adequate insurance cover • Ensure all national fundraising compliance obligations are met • Manage stock levels of printed resources ensuring all resources are in stock ensuring best pricing and quality control • Maintain the ABA website operational pages ensuring current information • Maintain corporate registers • Provide executive support to the Board and the Executive Officer as required
Stakeholder Communication	<ul style="list-style-type: none"> • Work directly with the Executive Officer, senior management team and Board Treasurer • Liaise with paid and volunteer teams across ABA to support and enable effective operations • Liaise with ABA members to enable the Association's governance processes
Other Organisational Responsibilities	<ul style="list-style-type: none"> • Adhere to the Australian Breastfeeding Association's Code of Conduct • Take responsibility for reaching key performance indicators, develop and share best practice ideas, and assist and support other team members to reach their individual and team goals where applicable

	<ul style="list-style-type: none"> • Various projects and initiatives as needed to achieve organisational goals and objectives • Work as a cooperative team member and contribute to a motivating environment • Participate in staff review and development programs
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Success Profile

Qualifications	<p>Required</p> <ul style="list-style-type: none"> • Relevant degree (business administration, human resources) • Or, substantial (5 years plus) previous experience in a similar role
Experience	<p>Required</p> <ul style="list-style-type: none"> • At least 2 years relevant experience in a similar role with a 3-year degree, or 1 year experience with a 4-year degree, or substantial experience <p>Highly Desired</p> <ul style="list-style-type: none"> • Demonstrated ability to lead collaborative teams of paid and volunteer staff • Experience in managing external service providers including contract management • Experience managing risk management systems and IT needs • Demonstrated experience in procurement and inventory management • Experience in developing and implementing HR policies and processes • Previous experience in coordinating Workplace Health & Safety initiatives
Knowledge	<p>Required</p> <ul style="list-style-type: none"> • Strong understanding of office management procedures and systems <p>Highly Desired</p> <ul style="list-style-type: none"> • Knowledge of risk management and compliance • Familiarity with IT systems and managing service providers • Understanding of Workplace Health & Safety regulations and best practices • Knowledge of HR policies and practices • Awareness of diversity and inclusion strategies and their implementation • Familiarity with governance processes and procedures in a non-profit context
Skills	<p>Required</p> <ul style="list-style-type: none"> • Demonstrated exceptional organisational skills, with the ability to prioritise multiple tasks, manage projects and meet deadlines • Strong communication and interpersonal skills • Ability to foster a team environment of trust and collaboration • Proficiency in using office software particularly Microsoft Office Suite • Strong problem-solving skills and attention to detail

	<ul style="list-style-type: none"> • High level of discretion and professionalism in handling sensitive information <p>Highly Desired</p> <ul style="list-style-type: none"> • Demonstrated ability to establish and maintain positive, professional relationships with a range of people • Reporting and analytical skills • Ability to manage external suppliers and contractors effectively
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It should be noted that Position Descriptions are under constant review and may be changed at any time.

Revision history

Revision	Date	Description of modifications
V1	June 2024	New role – approved by EO