Position Description

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| **Position title:** | Qld Branch Manager Events |
| **Reports to:** | Branch President |
| **Date Updated:** | 17/3/2025 |

# About the Role

This role is designed to promote the services of the Australian Breastfeeding Association and reflect its vision, mission, values and objectives by organising and co-ordinating Events on behalf of ABA Qld Branch. The role supports the Office manager through creating and maintaining a welcoming, professional and efficiently run branch office and provides support to ABA Queensland branch in general office and clerical duties as required

# Key Responsibilities

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| **Office** | * Ensure the office area is well maintained and all general enquiries are handled in a professional manner * Book the office space for meetings as required * Provide information to association members and the general public about ABA services via telephone, email and post * Politely and courteously advise, assist and direct all visitors * Ensure the branch office is clean & tidy, kept up-to-date with current resources, including branch library * Ensure that the office is attended, and arrange, in consultation with the branch president, for the office to be covered during any absence |
| **Telephone, Email and Phone** | * Handle incoming and outgoing calls efficiently and courteously * Provide support to branch personnel by taking and passing on messages and responding to routine enquiries * Process and distribute all incoming mail as soon as possible after receipt * Respond to all emails received in a professional and polite manner, and if required, forward them on to the appropriate staff or association office bearers or volunteers * Administer branch group projects as required |
| **Events Co-ordinator** | * Organise and co-ordinate ABA stands/stalls at approved expos, seminars * Promote the services of ABA and educate the attendees at these events * Liaise with venue, arrange and roster ABA volunteers to assist at the event, acquire or print/copy approved resources for distribution * Arrange promotion and sales of ABA membership and booklets etc * As required – participate in panels and segments on promoting ABA services at these events * Arrange ABA Qld Conference annually and other meetings as required by Qld Branch management team, including:   + liaising and booking conference venues   + arranging conference information distribution using all platforms   + handling registrations   + programme, speakers   + logistics such as catering, room bookings, AV   + other duties as required |
| **Administration** | * Administer Breastfeeding Education Class including managing the Eventbrite site and arranging catering * Maintain handouts with current information and dates * Prepare reminder letters for non-financial counsellors/CEs * Maintain any financial records as required by branch treasurer and financial manager at NSO * Provide or file any branch resources submitted or required by counsellors, breastfeeding educators and training candidates * Maintain branch procedures manual and filing system * Liaise with National Support Office to ensure a current branch directory * Process any branch income * Assist with administration of special projects run by ABA in the branch * Organise test and tagging of hire pumps for office and groups if required * Maintain list and copies of grants applied for - advise groups of relevant grants if needed * Hire of branch breast pumps to general public and maintain accounts for hire fees * Ordering of Breast pump accessories for sale * Administer and arrange sale of Breast pump accessories to groups and ensure payment * Arrange distribution and reordering of Qld branch project (tape measures). Ensure payments are made. |
| **As A Team Member:** | * Uphold the Australian Breastfeeding Association's values and 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 * Work as part of a harmonious team and contribute to a motivating and communicative environment * Participate in staff review and staff development activities * Offer clerical assistance for branch personnel/volunteers as needed * Fill in for office manager holidays as required * Participate in staff meetings and other meetings or functions as required * Maintain a high level of personal presentation and be polite, helpful and courteous at all times |

# Success Profile

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| **Experience** | * Demonstrated experience in organising and co-ordinating events and seminars * Outstanding telephone skills, handling all telephone enquiries as the first point of contact * Sound ability to construct professional, courteous emails and correspondence with general public and volunteers * Sound ability in computer use, including accurate keyboard skills * Demonstrated experience and understanding of all facets of reception, including customer service * Demonstrated mature, courteous, polite and helpful manner when dealing with customers and co-workers * Ability to work without close supervision * Ability to manage workload, meet deadlines and be well-organised |
| **Knowledge** | * MS Office applications * ABA’s breast pump hire procedures |

*It should be noted that Position Descriptions are under constant review and may be changed at any time.*

Revision history

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| Revision | Date | Description of modifications |
| V1 | June 2022 | New role |