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
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| **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
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| **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
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| **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.
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| **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
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# 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
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| **Knowledge** | * MS Office applications
* ABA’s breast pump hire procedures
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*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 |