



## Position Description

<b>Position title:</b>	Operations Coordinator
<b>Classification:</b>	Level 2.1
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award 2010
<b>Hours:</b>	22.5 hours per week (0.6 FTE) or 15 hours per week (0.2 FTE)
<b>Position tenure:</b>	Permanent
<b>Employee benefits:</b>	Salary Packaging
<b>Location</b>	ABA National Support Office, 11 Queens Road, Melbourne 3004
<b>Reports to:</b>	Operations Manager

### About ABA

Since 1964 the Australian Breastfeeding Association (ABA) has been supporting mothers, parents and families who want to make breastmilk available to their babies. Via a volunteer workforce of around 1000 people, ABA provides evidence-based information and support to hundreds of thousands of mothers per year whilst raising awareness of the importance of breastfeeding and human milk for child and maternal health. ABA runs Australia's National Breastfeeding Helpline, Breastfeeding Education Classes, the Breastfeeding Friendly Workplace program and around 130 local support groups. ABA is a not-for-profit, Registered Training Organisation and Australia's leading provider of breastfeeding information.

### Position objective

As Operations Coordinator for the National Support Office, you will handle administrative tasks of the Australian Breastfeeding Association (ABA) and report to the Operations Manager. Administrative tasks may be related to the general day-to-day reception duties, project management and human resources. You will work closely with the Operations Manager to

oversee the onboarding and offboarding process of staff members, be given the autonomy to take responsibility for projects and champion the WHS committee. 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. The hours are 9am to 5pm, the days of work can be either Wednesday to Friday or Thursday to Friday. This is a semi-shared role, Monday and Tuesday the reception duties are managed by another staff member.

## Key responsibilities

### Project Management

- Collaborate with the operations manager to plan and manage resources to deliver projects on schedule
- Continually assess and adjust processes as needed to maximise efficiency
- Draft communications such as emails, policy documents, and guidelines

### Administration

- Maintain records in Civi CRM and update Civi roles to reflect in the Position Holder's Directory
- Update webform submissions for change of group leaders and regional representatives
- Enter new and update renewing membership details onto the database
- Provide additional clerical and admin support to staff when required

### HR

- Onboard and offboard staff members in a timely manner
- Assist in the preparation of HR documentation and correspondence
- Ensure all required personnel files are accurately documented
- Ensure staff are provided with necessary equipment and entered into the asset register
- Provide support and reminders to make certain staff reviews, position descriptions, and satisfaction feedback are maintained within the department and by the appropriate managers

### WHS

- Champion the WHS committee and implementation of WHS improvements
- Assist with WHS initiatives, engagement and awareness with all staff across the

organisation

- Provide advice and support to staff on all WHS related issues and report on any hazards in a timely manner
- Be a key resource in identifying corrective and preventative actions and coordinate associated action and review plans

### **Reception**

- Ensure the reception area is well maintained and all general enquiries are handled in a professional and courteous manner
- Ensure that reception is attended, and arrange, in consultation with the Office Manager, for reception to be covered during any absence

### **Telephone**

- Operate the organisation's main phone line, managing all calls efficiently and courteously
- Manage the pre-recorded messages on the phone system including the after-hours recorded
- Maintain and update the internal telephone directories and external quick reference phone directory
- Respond to any voicemails on the same day received

### **Mail/Courier/Deliveries**

- Fulfill all shop orders
- Fulfill membership welcome packs and reminder letters
- Open read and reply or forward to the appropriate person, all emails received through [info@breastfeeding.asn.au](mailto:info@breastfeeding.asn.au) address
- Record mail with Australia Post online program and ensure mail and parcels are dispatched in a timely manner, as well as arranging couriers
- Sign for all deliveries and notify the appropriate staff member that delivery has been received ABA

### **Resources/Group Stationery Orders**

- Process all ABA resource/Group stationery orders within 24 hours
- Ensure all stock of resources are maintained

### **As a Team Member:**

- 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.
- Work as a cooperative team member and contribute to a motivating environment.
- Participate in staff review and development programs.

### **Requirements of the position**

- Compliance with ABA's Workplace Health and Safety (WHS) Policy
- Agreement in writing to abide by the ABA Code of Ethics and ABA Code of Conduct

### **Skills and Experience**

- Demonstrated experience in a similar position
- Sound computer skills (MS applications). Civi CRM experience helpful but not essential
- Ability to take responsibility for a project and oversee it from start to completion
- Ability to handle confidential documents with discretion
- Outstanding customer service and telephone skills, including an empathetic phone manner
- Proven ability to exercise judgement and problem-solving skills and to prioritise a busy and varied workload and meet deadlines
- Accuracy and forethought in work produced

## Communication

### Internal

- Senior management team
- National Support Office staff
- ABA branch presidents and national volunteer position holders
- ABA branch office staff

### External

- Customers and consumers including parents and health professionals
- External organisations

## Key performance indicators

- % of phone and email queries answered on the day received
- % of orders dispatched within 2 days
- On time completion of projects
- % of staff members on and off boarded to completion and in a timely manner
- Monthly WHS meetings and reporting
- Accurate completion of administrative duties

## What you can expect from us:

You will be part of a highly committed, supportive team who are passionate about enabling mums, parents, and babies to reach their breastfeeding and parenting goals.

As an employee of a registered charity, you can salary package up to \$15,900 each Fringe Benefit Tax (FBT) year (1 April to 31 March) for general living expenses.

Our work environment is flexible and inclusive. ABA embraces diversity. All qualified candidates applying for this position will be considered regardless of race, religion, gender identity, sexual orientation, disability, or age.

The Australian Breastfeeding Association is a family-friendly workplace and offers paid lactation breaks for breastfeeding women.

The Australian Breastfeeding Association is a non-smoking workplace.

## Revision history

Revision	Date	Description of modifications
1	Feb 2023	Position created. Approved by EO
2	May 2023	Updated by Operations Manager