



Position Description

Position title:	ABA WA Branch Service Delivery Officer
Reports to:	ABA Western Australia Branch President
Direct reports:	None
Hours	22.5 hours per week
SCHADS award role classification	Level 4
Date Updated:	November 2025

About the Role

This role leads administrative and operational support to the ABA Western Australia Branch and its 104 volunteers, supporting the expansion of peer support services across the state. You'll manage income development and budget monitoring, support volunteer coordination, and ensure smooth day-to-day operations of the branch.

Working closely with the Branch President and Community Engagement Officer, you'll maintain stakeholder relationships, support community engagement initiatives, and manage resource development. Your understanding of ABA's structure and the needs of breastfeeding families will guide your contribution to advancing breastfeeding support in the community.

Key Responsibilities

Income development	<ul style="list-style-type: none">• Manage the branch's ecommerce activity via the Square Shop.• Support branch fundraising initiatives including branch projects, grant applications
Budget management & reporting	<ul style="list-style-type: none">• Support the branch president with the annual budget build, monitor expenditure against the budget, and support the branch president to report to Branch meetings.• Collect and analyse data to support reporting on key branch performance metrics• In collaboration with the national Finance Team, ensure all statutory financial and reporting obligations are met for external funding sources.
Volunteer support	<ul style="list-style-type: none">• Reduce the administrative burden upon ABA local groups through the provision of support with shared low-level administrative tasks e.g. website support, breastfeeding education class coordination, breast pump hire, Expos and other community events.• Support the branch president with the planning and organising of the annual branch conference.

Community engagement and promotion	<ul style="list-style-type: none"> • Support the development and implementation of the branch's stakeholder communications plan • Co-develop breastfeeding resources for WA priority communities, in collaboration with ACTNSW Branch and ABA's Learning and Innovation teams
Administration and operations	<ul style="list-style-type: none"> • Develop and maintain procedures and systems for managing 'branch office' including filing, invoicing, accounts payable and scheduling • Develop and maintain a database of key community stakeholders • Maintain branch asset register in collaboration with the branch president • Support the branch president to ensure efficient operations of ABA WA Branch • Provide administrative support to the branch president or delegate. • In collaboration with the Community Engagement Officer, provide 'front of house' reception for the branch including email, phones, and mailings • Maintain effective lines of communication with ABA National Support Office teams
Stakeholder communication	<ul style="list-style-type: none"> • Branch President and management team • ABA Growth and Engagement Team (marketing) • Western Australia Branch volunteers and trainees • ABA Local Groups (Western Australia) • ABA personal members (Western Australia) • Health services and health professionals • Media outlets
Other organisational responsibilities	<ul style="list-style-type: none"> • Adhere to the Australian Breastfeeding Association's policy framework. • 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. • Various projects and initiatives as needed to achieve the branch's goals and objectives. • Work as a cooperative team member and contribute to a motivating environment. • Participate in staff review and development programs.

Success Profile

Qualifications and experience	<ul style="list-style-type: none"> • Certificate IV in Breastfeeding Education or equivalent, and • 4-year related degree with 1 year full-time experience, or • 3-year degree with 2 years' full-time experience, or • Associated diploma with relevant administration/operations experience, or • Certificate IV with substantial administration/operations experience (5 years+)
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Knowledge	<ul style="list-style-type: none"> • Knowledge of CRM / database systems and ecommerce platforms • Knowledge of ABA Policies, procedure and guidelines • Awareness of ABA's services to parents, in particular those available in Western Australia * • Understanding of the needs of pregnant women, breastfeeding mothers and new parents in relation to breastfeeding • Knowledge of relevant health and parent support services in Western Australia • Demonstrated understanding of and commitment to volunteerism
Skills	<ul style="list-style-type: none"> • Ability to establish, maintain and improve administration and operations systems and processes • Ability to work with and support volunteer teams • Ability to build and monitor budgets and interpret financial reports • Demonstrated effective and inclusive interpersonal, verbal and written communication skills that can be applied to facilitate engagement with stakeholders. • Demonstrated ability with computer/Internet skills. Competency with MS Office is essential. • Demonstrated effective organisational and time management skills. • Ability to work autonomously and proactively manage role accountabilities and achieve performance outcomes. • Ability to enter data and produce reports.

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
VI	Dec 2025	New role – approved by Victoria Marshall-Cerins