



Position description

Position title:	ACT NSW Branch Operations and Administration Manager
Reports to:	ACT/NSW Branch President
Direct reports:	ACT Community Engagement and Administration Officer ACT NSW Branch Office Administrator
SCAHDS classification	Level 5
Hours per week:	15 hours
Date updated:	12 December 2025

About the role

The Branch Operations and Administration Manager is responsible for ensuring the efficient and professional operation of the Branch Office. This role manages office staff and provides high-level administrative and operational support to the Branch President and Leadership Team, including supporting and coordinating compliance with budgets, grants, and reporting requirements. The position supports branch-led activities, volunteer engagement across ACT and NSW, and coordinates major events such as the annual Branch Conference. The Branch Office Manager actively promotes the Australian Breastfeeding Association's vision, mission, and services.

Key responsibilities

Branch Operations and Administration Management	<ul style="list-style-type: none">• Oversee daily branch office operations, ensuring efficient, professional functioning of the office.• Manage the Branch Administration Team.• Implement and monitor workplace health and safety requirements.• Manage branch facilities, assets, procurement, and office resources.• Ensure ABA policies and procedures are adhered to within the branch office.
Program Implementation and Management	<ul style="list-style-type: none">• Work with the Branch Leadership Team to implement operational plans.• Develop, implement, monitor, and review activities aligned with the branch operational plan.• Support the creation and monitoring of branch budgets and related reporting.• Support the Branch President to oversee delivery of branch-led programs, community liaison activities, and strategic initiatives.• Provide grant management support, including liaison with funders, reporting requirements, and sourcing additional funding opportunities.
Community Relationships, Volunteers & Events	<ul style="list-style-type: none">• Support the Branch President and Branch Leadership Team to ensure ongoing communication and support for ACT/NSW branch volunteers.• Maintain and build relationships with health networks, community organisations, hospitals, government agencies, and health professionals.• Oversee branch-owned social media presence following policy processes.• Coordinate branch events including expos, conferences, health professional

	<p>events, and community engagement activities in consultation with other ABA units as required.</p> <ul style="list-style-type: none"> • Represent the branch in relevant ABA working groups as required.
Branch Events Management (Conference and Teams)	<ul style="list-style-type: none"> • Work with Branch President and other branch personnel to develop approved programs in alignment with ABA priorities for Branch Teams and Conference well in advance. • Organise speakers and facilitators for Conference. • Oversee the ticketing and budgeting for both events within the branch budget. • Oversee set up of the events and run the events in-person (noting that these happen over the weekend and outside of normal hours, and are at varying locations annually).
Stakeholder communication	<p>Internal</p> <ul style="list-style-type: none"> • Branch President • Branch Office Team • Branch Leadership Team • Volunteers • National ABA staff and staff in other ABA branches <p>External</p> <ul style="list-style-type: none"> • ACT and NSW Health • Community organisations • Hospitals • Local and State Government • Health professionals • Event and venue partners • Funding bodies
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 • Participate in reporting activities as required • 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

Success profile

Qualifications	<p>Required</p> <ul style="list-style-type: none"> • Related Degree with a minimum of 2 years' operations management experience; OR • Related Diploma with substantial operations management experience; OR • Certificate IV in Breastfeeding Education with extensive administrative experience.
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Experience	<p>Required</p> <ul style="list-style-type: none"> Strong customer service focus across internal and external stakeholders, and experience of team management across different locations and roles. Experience writing grant proposals and managing grant requirements and acquittals. <p>Highly desired</p> <ul style="list-style-type: none"> Experience with budget creation and management.
Knowledge	<p>Required</p> <ul style="list-style-type: none"> Awareness of ABA's services to parents, in particular those available in NSW and ACT 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 NSW and ACT Demonstrated understanding of and commitment to volunteerism Willingness to complete ABA Orientation/Induction if not already an ABA-trained Breastfeeding Counsellor or Breastfeeding Educator.
Skills	<p>Required</p> <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 Well-developed written and verbal communication skills with proven skills in building and maintaining relationships with internal personnel and external stakeholders. Proven organisational, planning, and time management skills. Ability to prioritise, meet deadlines, and adapt to changing needs. Strong IT skills, including MC Office Suite and relevant software platforms.
Other	<p>Highly desired</p> <ul style="list-style-type: none"> Drivers license

It should be noted that position descriptions may be reviewed and changed at any time.

Revision history

Revision	Date	Description of modifications
V1	May 2017	Original, Approved by Branch President
V1.1	August 2022	Updated
V1.2	December 2025	Updated, approved by Branch President in conjunction with EO