



Position Description

Position title:	Operations and Administration Manager
Reports to:	Senior Manager Finance and Operations
Direct reports	Administration Officer
Hours	0.76FTE or 29 hours per week
SCHADS award role classification	Level 4
Date Updated:	February 2026

About the Role

This role offers an important opportunity to support the Australian Breastfeeding Association as we continue to educate towards, and advocate for, a breastfeeding-inclusive society.

As the Operations and Administration Manager for the National Support Office, you will oversee key operational functions and provide skilled administrative support across HR administration, governance, IT coordination, finance administration and office management. You will report to the Senior Manager, Operations and play a central role in ensuring the smooth and efficient functioning of the National Support Office.

This role is well-suited to someone who enjoys varied work, values accuracy and organisation, and can bring initiative and sound judgement to support the overall operations of ABA nationally. You will also supervise the Administration Officer, contributing to a coordinated and responsive service for members, volunteers and staff.

Key Responsibilities

Office and Administration Coordination	<ul style="list-style-type: none">Oversee the day-to-day administrative operations of the National Support Office, ensuring an organised, efficient and service-focused environment.Supervise the Administration Officer, providing direction, support and coordination to maintain consistent, high-quality front-of-house and administrative services.Manage administrative tasks and complex membership enquiries, ensuring decisions align with ABA policy and service expectations.
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	<ul style="list-style-type: none"> • Ensure administrative processes are efficient, reliable and continuously improving, with a focus on quality, clarity and consistent application across the team. • Provide daily support to reception outside the Administration Officer's hours, ensuring consistent and reliable service
Human resources	<ul style="list-style-type: none"> • Coordinate end-to-end employee recruitment administration, onboarding, offboarding and contract documentation to support timely, compliant and equitable HR processes. • Maintain accurate HR records, including annual reviews and performance planning documentation. • Oversee ABA's WHS and psychosocial safety activities, ensuring documentation, reporting and follow-up actions are completed efficiently and accurately. • Support implementation of ABA's DEI initiatives, managing related administration, communication and record-keeping, and ensuring processes are carried out. • Coordinate staff engagement activities and social events, contributing to a positive and connected workplace culture.
Governance	<ul style="list-style-type: none"> • Administer key governance events including the AGM, Board elections and Branch nominations and elections. • Maintain policy registers, version control and document archives to support compliance and organisational continuity. • Provide clear and proactive administrative support to the Board as required.
Supporting Finance Processes	<ul style="list-style-type: none"> • Provide administrative support to the Finance team
IT Administration	<ul style="list-style-type: none"> • Coordinate Microsoft onboarding and offboarding for staff and volunteers, ensuring timely and accurate access provisioning. • Manage permissions and basic administration within Microsoft 365 and SharePoint, supporting smooth day-to-day use across staff and volunteer teams. • Provide first-line triage for volunteer IT queries, resolving routine access or navigation issues and escalating technical matters as needed. • Liaise with the Managed Service Provider for IT issues and work with internal staff to support consistent, secure and reliable system use.
Stakeholder Communication	<ul style="list-style-type: none"> • Maintain effective communication with the Senior Manager Operations, senior staff, finance, branch staff, the Board and volunteer leaders to support smooth cross-functional operations. • Build cooperative working relationships across the National Support Office and Branch-led volunteer network to facilitate timely information flow and operational alignment. • Respond to enquiries with professionalism and clarity, supporting a positive experience for internal and external stakeholders.
Other	<ul style="list-style-type: none"> • Adhere to the Australian Breastfeeding Association's Code of Conduct

Organisational Responsibilities	<ul style="list-style-type: none"> 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
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Success Profile

Qualifications	<p>Required</p> <ul style="list-style-type: none"> Relevant degree (business administration, human resources) Or, substantial (5 years plus) previous experience in a similar role <p>Highly Desired</p> <ul style="list-style-type: none"> Training or certification in HR administration, WHS administration, or governance support
Experience	<p>Required</p> <ul style="list-style-type: none"> Demonstrated experience in a senior administrative, office coordination or HR administration role Experience supporting recruitment, onboarding/offboarding and general HR processes Experience managing competing priorities and delivering accurate work within deadlines Experience supervising or guiding administrative staff Familiarity with Microsoft 365 or IT administration <p>Highly Desired</p> <ul style="list-style-type: none"> Previous experience in coordinating Workplace Health & Safety or psychosocial initiatives Experience working in a volunteer-supported or not-for-profit organisation
Knowledge	<p>Required</p> <ul style="list-style-type: none"> Strong understanding of office management procedures and systems Knowledge of HR policies and practices Familiarity with IT systems <p>Highly Desired</p> <ul style="list-style-type: none"> Awareness of WHS and DEI strategies and their implementation Familiarity with governance processes and procedures in a non-profit context

Skills	<p>Required</p> <ul style="list-style-type: none"> • Demonstrated exceptional organisational skills, with the ability to prioritise multiple tasks, manage projects and meet deadlines • Strong communication and interpersonal skills • Ability to foster a team environment of trust and collaboration • Ability to exercise sound judgement in handling enquiries and directing workflow • Strong problem-solving skills and attention to detail • High level of discretion and professionalism in handling sensitive information <p>Highly Desired</p> <ul style="list-style-type: none"> • Ability to develop and refine administrative processes to improve efficiency and consistency • Strong relationship-building skills across diverse stakeholders including volunteers • Familiarity with CRM use or basic database administration
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It should be noted that Position Descriptions are under constant review and may be changed at any time.