



Position description

Position title:	Helpline Services Administrator
Reports to:	Senior Manager Helpline Services & Volunteer Support
Date updated:	19/3/26

About the role

The Breastfeeding Helpline Services Administrator provides essential administrative and coordination support to ensure the smooth, effective, and compliant operation of ABA's breastfeeding support services, including the National Breastfeeding Helpline and LiveChat.

Working closely with the Helpline Services team and under the supervision of the Senior Manager, the position oversees core administrative functions, maintains accurate volunteer records, responds to service enquiries, and ensures high-quality, timely communication with both volunteers and service users. The role also includes fulfilling the responsibilities of the National LiveChat Coordinator, facilitating the delivery and daily operation of this key online support channel.

Key responsibilities

Service administration and support	<ul style="list-style-type: none">• Support the reliable, efficient and compliant delivery of ABA's breastfeeding support services, enabling uninterrupted access to high-quality support for families.• Contribute to accurate Helpline Services data management and reporting to demonstrate service effectiveness and user satisfaction, supporting continued improvement, accountability and funding.• Uphold high standards of accuracy and compliance in all administrative processes and documentation.• Support volunteer compliance requirements, including the coordination, monitoring and maintenance of Working with Children Check (WWCC) records.• Ensure volunteers are equipped with timely access to necessary support and materials, enhancing their engagement and ability to participate effectively.• Achieve high levels of volunteer and customer satisfaction by providing prompt and clear responses to enquiries.• Provide support outside of hours, including occasional evenings and weekends to effectively meet program needs.
Coordination of the LiveChat service	<ul style="list-style-type: none">• Coordinate the administrative processes that support the LiveChat service to deliver timely, high-quality breastfeeding support to families, meeting ABA's service standards and user needs.• Identify opportunities for improvements to service accessibility and responsiveness, contributing to overall user satisfaction and volunteer engagement.



Data management and reporting	<ul style="list-style-type: none"> • Provide accurate data and reports to support effective service planning and compliance with internal, regulatory and funding requirements.
Stakeholder communication	<p>Internal</p> <ul style="list-style-type: none"> • Senior Manager Helpline Services & Volunteer Support • Breastfeeding Helpline Services team • Volunteer breastfeeding counsellors and breastfeeding educators <p>External</p> <ul style="list-style-type: none"> • Breastfeeding Helpline Services clients • Helpline services system providers
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"> • Relevant formal qualifications in administration, business or community services, or equivalent demonstrated experience in an administrative or service coordination role.
Experience	<p>Required</p> <ul style="list-style-type: none"> • Proven experience in an administrative role, demonstrating strong organisational, planning and time management skills. • Experience responding to enquiries or providing administrative support in a service delivery environment. • Experience communicating effectively in both written and verbal formats to ensure clarity and understanding. • Experience working collaboratively within a team environment and supporting/contributing to team goals. <p>Highly desired</p> <ul style="list-style-type: none"> • Experience in working within a volunteer or not-for-profit environment.
Knowledge	<p>Required</p> <ul style="list-style-type: none"> • Proficiency with Microsoft Office applications and common database systems. <p>Highly desired</p> <ul style="list-style-type: none"> • Awareness of the Australian Breastfeeding Association’s services and volunteer workforce. • Knowledge of child protection and Working with Children Check (WWCC)



	requirements and procedures.
Skills	<p>Required</p> <ul style="list-style-type: none">• Strong organisational and time management skills, with the ability to prioritise and manage competing tasks efficiently whilst adapting to changing circumstances.• Excellent written and verbal communication skills to interact clearly and professionally with volunteers, staff and users of ABA's services.• Attention to detail particularly in record keeping, data entry and compliance with reporting requirements.• Skills in preparing and presenting reports using data visualisation tools such as charts and PowerPoint.• Ability to work independently with minimal supervision while contributing to a team environment. <p>Highly desired</p> <ul style="list-style-type: none">• Experience with rostering.

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

Revision history

Revision	Date	Description of modifications
V1	June 2020	Original
V2	September 2021	Minor revision
V3	June 2025	Update and transfer to revised template