

Position Description

Position title:	Operations and Administration Manager
Classification:	Level 5
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Hours:	0.8 FTE or 60 hours per fortnight
Position tenure:	Permanent
Employee benefits:	Salary Packaging, paid maternity leave, car parking space
Location	National Support Office, South Melbourne VIC
Reports to:	Executive Officer
Direct reports:	Reception staff ICT managed services supplier ICT team volunteers

Organisational profile

Since 1964 the Australian Breastfeeding Association (ABA) has been supporting mothers and caregivers who want to breastfeed their babies. With the help of around 1300 volunteers, ABA provides evidence-based information and support to almost 200,000 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 180 local support groups. ABA is a not-for-profit, Registered Training Organisation. ABA is Australia's leading provider of breastfeeding information.

Position objective

To manage National Support Office (NSO) operations and administration in accordance with ABA policies and in line with strategic objectives, including information technology, office administration and facilities

Key responsibilities

Team Leadership and Human Resources

- Manage and support the NSO reception and administration team
- Develop, deliver and monitor operational and financial plans for NSO administrative services area
- Assist in the development and implementation of adequate and equitable HR policies and processes throughout the organisation
- Maintain effective lines of communication with ABA branch administration teams

- Foster a team environment of trust, cohesion and transparency in working across multiple functional lines and across all branches

Administration

- Annually review ABA's insurance policy coverage in consultation with EO and always ensure adequate insurance cover
- Manage national fundraising compliance obligations
- Manage stock levels of printed resources ensuring all resources are in stock ensuring best pricing and quality control
- Maintain the ABA website operational pages including information pages, PDs, TORs, Positions Vacant, Policies
- Maintain corporate registers including but not limited to digital assets, physical asset, risk, etc
- Provide executive support to the Board and the Executive Officer as required

Information Technology

- Oversee and develop the IT infrastructure of the NSO including workstations and equipment
- Maintain Association's cloud-based document storage and online collaboration applications
- Manage software licenses to meet workforce needs
- Liaise with managed IT services provider as main point of contact to support the resolution of any IT related issues
- Lead the development and implementation of improvements related to IT at NSO and across the Association

Premises and Assets

- Manage facilities and office equipment maintenance
- Manage and liaise with external suppliers and contractors
- Lead and manage ABA's procurement and disposal of all office supplies, equipment, assets, furniture, consumables and office supplies.
- Manage the OH&S responsibilities relating to NSO including fire and safety briefing for new starters, visitors and contractors; management of fire warden information and training compliance and lead evacuation procedures and drills; develop and implement COVID safety plans.

Reporting

- Provide fortnightly reports to the Executive Officer and other reports as required
- Provide progress reports on major projects undertaken as required
- Produce quarterly written reports to the Board

Delegated authority

Decision-making is in accordance with the ABA Delegations Manual and Organisational Chart.

Communication

Internal

- Executive Officer
- Senior management team
- Branch Presidents and Branch admin staff
- ABA volunteers

External

- Suppliers and contractors
- Regulatory bodies

Requirements of the position

- Current membership of ABA
- Agreement to abide by the ABA Code of Ethics

Skills / Experience

- At least 3 years relevant experience in a similar role
- Demonstrated exceptional organisational skills, with the ability to prioritise multiple tasks, manage projects and meet deadlines
- Demonstrated ability to establish and maintain positive, professional relationships with a range of people
- Experience with preparing and managing budgets
- High level of information technology skills
- Excellent communication and negotiation skills
- Demonstrated ability to lead collaborative teams of paid and volunteer staff
- Experience in managing external service providers including contract management

Qualifications

- Relevant degree (business administration and human resources)
- Or, relevant diploma with substantial (5 years plus) previous experience in a similar role
- Or, qualifications in more than one discipline

Key performance indicators

- Operational plan is implemented within agreed timeframe
- Budget is effectively managed
- Reports are provided within agreed timeframes
- Regulatory and service level agreement compliance is achieved

- Delivery of projects to timeline

The Australian Breastfeeding Association is a family-friendly workplace.

Revision history

Revision	Date	Description of modifications
1	28 February 2019	Position created. Approved by CEO
2	24 November 2021	Position details amended by EO
3	3 August 2022	Position updated by EO