



POSITION DESCRIPTION

OPERATIONS COORDINATOR

TITLE: Operations Coordinator

DEPARTMENT: Business Operations

LOCATION: Darebin International Sports Centre, Thornbury, Victoria

REPORTS TO: General Manager – Business Operations

KEY STRATEGIC PRIORITIES:

Governance & Operating Models	Our governance and operating models are industry leading and well placed to support a bright future for our organisation.
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DIMENSIONS

Number of reports (direct and indirect):	Administration Assistant (0.2 FTE)
Budget responsibility:	Office administration budget

Purpose of Role

This role will contribute to the continuous improvement of the Bowls Australia office environment and administrative operations by providing operational and administrative assistance across the business and customer service to external stakeholders.

Key Areas of Responsibility

1. BA Executive/Board support
2. Business process improvement
3. Office operations/administration improvement
4. Reception and customer service
5. Bowls specific administration

Key Outcomes

Duties/Responsibilities will include but are not limited to the following:

BA Executive/Board support

- Provide administrative support to the BA senior leadership team, including coordinating weekly senior leadership team meetings.
- Coordinating travel and logistics for BA senior leadership team, Board and other stakeholders, including State & Territory Association CEOs and Presidents.

Business Process Improvement

- Work across the BA business to support a culture of continuous improvement in business processes.
- Provide support in the administration of BA's Enterprise-Wide Risk Management Framework.

Office operations/administration improvement

- Assessing and make recommendations to the General Manager – Business Operations on initiatives to make the BA office more efficient.
- Acting as BA's liaison with landlord Darebin City Council (DCC) and actively contribute to Darebin International Sport Centre Operations Committee meetings.
- Ensuring WHS compliance for the organisation with respect to activities in the BA tenancy at the Darebin International Sports Centre.

Team coordination

- Coordinate organisation wide activities across a decentralised team of 40 staff, including an annual staff conference, online staff meetings and staff functions
- Support the onboarding of new staff.
- Serve on the organisation's Culture Club, focused on staff engagement and wellbeing.

Reception and Customer Service

- Meeting and greeting visitors in a low foot traffic office environment.
- Answering incoming calls.
- Responding to public email queries.
- Collect mail on a weekly basis from post office.

People management

- With the support of the General Manager – Business Operations, manage the day-to-day work of the casual Administration Assistant (1-day-per-week) and act as the liaison for the Honorary Historian.

Knowledge, skills and behaviours required (Competency)

- Exceptional organisation and time management skills.
- Strong attention to detail.
- An enthusiastic, proactive and pragmatic mindset.
- Exceptional customer service skills.
- Ability to listen and source information to address customer enquiries.
- Ability to work effectively with limited supervision across multiple tasks.
- Digitally literate with experience across Microsoft365 suite.
- A valid drivers license.

- Alignment with BA's organisational values of CARE
 - **(Courage,**
 - **Accountability,**
 - **Respect and**
 - **Excellence)**
- Exhibited by day-to-day TRIPLES behaviours of:
 - Taking responsibility
 - Raising the bar; high standards and outcomes
 - Innovation | Integrity | Inclusion
 - Purposeful collaboration
 - Listening and learning; to "know our stuff"
 - Enjoying our work
 - Speaking up, speaking straight

Major interactions

- External customers
- Chief Executive Officer
- General Manager – Business Operations
- General Manager – Workforce Development
- Education and Training Manager
- All BA staff
- STAs
- BA Board

Unique Criteria

- May be asked to travel to events to undertake administration or customer service activities.

Updated: October 2025

Date for review: December 2026

Approval:

The list of responsibilities herein is not intended to be all-inclusive, and may include additional responsibilities as required and assigned. It may become necessary to modify / change the Position Description from time to time. Please sign as understanding and acceptance of the Position Description.

Employee Signed: _____ Date: _____

Manager Signed: _____ Date: _____

Manager Position: _____