



Operations Manager

Reports to CEO

FTE 1:0

Direct Reports

- Professional Development and Events Coordinator
- Marketing and Communications Coordinator
- Finance Support Officer

Position Purpose

The Operations Manager is responsible for the efficient operation of ASBA and serves as ASBA's operational leader.

The role ensures effective governance, administration, systems management, project delivery, stakeholder support and organisational reporting while providing direct support to the CEO and Board. Responsibilities include governance support, operational reporting, systems oversight, corporate administration and project coordination.

Key Responsibilities

Governance and Board Support

- Coordinate Board and Committee meetings
- Manage agendas, papers and action registers
- Maintain governance records
- Support regulatory compliance activities
- Coordinate Board accommodation and logistics.

Operations Management

- Lead operational planning and execution
- Develop and improve operational processes
- Manage service providers and contractors
- Oversee document management
- Maintain operational policies and procedures.

Systems and Technology

- Oversee Membes, Office 365, Intuto, Mailchimp, BoardPro, EthosOne and Zoom
- Manage vendor relationships
- Ensure data integrity and system effectiveness.

Reporting and Projects

- Prepare quarterly operational reports
- Coordinate strategic projects
- Monitor project milestones and outcomes
- Support implementation of growth initiatives.

CEO Support

- Coordinate key organisational activities
- Follow up strategic actions
- Support partnership and stakeholder initiatives.

Qualifications and Experience

- Qualification in business administration, management, governance, project management, or a related field (desirable).
- Formal qualifications are desirable; however, applicants with substantial relevant experience and demonstrated capability are strongly encouraged to apply.
- Demonstrated experience in operational leadership, organisational administration, governance support, or project coordination.
- Experience working with Boards, committees, membership organisations, educational institutions, or professional associations will be highly regarded.

Experience

- Minimum 5 years' experience in operational management or organisational administration.
- Experience supporting Boards, committees, or not-for-profit governance structures.
- Experience managing organisational systems, service providers, and outsourced contractors.
- Proven experience implementing operational improvements and managing projects.

Knowledge and Skills

- Corporate governance and compliance.
- Strategic and operational planning.
- Project management and reporting.
- Vendor and contract management.
- Microsoft 365 proficiency.
- Ability to quickly learn and manage systems such as Membes, Intuto, BoardPro, Mailchimp, Higher Logic EthosOne, and Zoom.

Personal Attributes

- Highly organised and detail-oriented.
- Strong problem-solving capability.
- Professional judgement and discretion.
- Able to work independently in a small team environment.
- Calm under pressure.
- Strong relationship management skills.
- Continuous improvement mindset.

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