

JOB DESCRIPTION FOR BUSINESS SUPPORT OFFICER

Role Overview

The Business Support Officer is responsible for a broad range of the day-to-day operations of DSANSW including financial administration, information technology and data, marketing and communications, memberships and customer service.

The role supports the smooth and efficient running of DSANSW's daily operations, towards the achievement of its overall mission and goals.

Qualifications and Requirements

- Demonstrated experience in an operational role (IT, finance, marketing/communications), preferably in a not-for-profit
- Excellent technical skills, including Microsoft Office, CRM software and social media
- High-level problem-solving skills
- Ability to work independently and as part of a small team
- A strong focus on customer service

Key Deliverables

Business Support Officer (Maternity Leave Cover)

Location: Sydney (Hybrid available)

Hours: Full time or part time (negotiable)

Purpose of the Role

- The Business Support Officer provides administrative, communications, finance and operational support across the organisation. This role is key in ensuring Down Syndrome NSW operates efficiently day to day, delivers high quality member experience and supports people with Down syndrome and their families to feel welcomed, informed and connected.
- You will be part of a small and passionate team that values collaboration, creativity and community. Every day looks a little different in this role and there is plenty of space to bring your own ideas, initiative and personality.

Key Responsibility Areas

1. Communications and Digital Engagement

- Plan, execute and administer all organisational communications
- Create and distribute monthly newsletters, announcements and EDMs
- Manage social media accounts including Facebook, Instagram and private member groups
- Plan, schedule and monitor content including paid promotions through Meta Business Suite
- Maintain and update website pages, event listings and resources through the Funraisin platform
- Manage the organisation's YouTube channel and video resource library
- Conduct digital and engagement reporting using GA4 Google Analytics, Meta Insights and SMS Broadcast

2. Customer Service and Membership Support

- Respond to general enquiries via phone and email
- Provide warm, helpful and timely support to families, members and professionals
- Manage member information and engagement activities within the CRM
- Coordinate and support online and in person member events and workshops

3. Finance Administration

- End to end processing of accounts receivable and payable in Xero
- Financial data entry across CRM, Xero and other systems
- Manage NDIS invoicing through NDIA Proda Portal and apply NDIS Price Guide principles
- Assist with grant acquittals, funding reporting and contract documentation
- Liaise with the external accounting firm to support efficient financial processes

4. CRM, Data and IT Coordination

- Maintain accurate and up to date records in Microsoft Dynamics 365
- Coordinate data input, member segmentation, cleansing, mapping and reporting
- Support organisation-wide data systems and processes
- Coordinate IT and system requests with external IT support providers
- Support improvements to digital workflows, documentation and reporting frameworks

5. General Operations and Team Support

- Contribute to monthly reporting for the General Manager.
- Contribute to compliance requirements as required.
- Support surveys and evaluation processes for DSNSW programs.
- Contribute to upskilling staff in the effective use of operational systems and processes.
- Participate and/or lead special projects as directed by the General Manager.
- Provide administrative support of Down Syndrome NSW operations, as directed by the General Manager.
- Relationship management across a wide range of audiences to build exceptional, discrete and positive relationships with staff, members and suppliers with regards to financial processing and reporting.
- Support the mission and goals of Down Syndrome NSW, which includes occasional attendance at events outside of working hours.

Skills and Experience

- Experience in business administration, communications, digital coordination or similar role
- Understanding of social media platforms and digital engagement strategies
- Experience managing website content and online platforms
- Familiarity with CRM systems (Microsoft Dynamics 365 preferred)
- Experience with financial systems such as Xero, Dext and NDIA portals (or willingness to learn)
- Strong written communication skills and attention to detail
- Ability to manage multiple tasks and work both independently and collaboratively

Key Attributes

- Warm, friendly and confident communicator
- Highly organised and detail oriented

- Proactive, adaptable and solutions focused
- Enjoys being part of a supportive team environment
- Commitment to inclusion and supporting people with disability

Why Join Us?

- Friendly, supportive and purpose driven team
- Hybrid working arrangements
- Meaningful work that genuinely impacts families and community
- Opportunity to learn, grow and bring your strengths to the role

I acknowledge the roles and responsibilities outlined in this job description and understand that I may also be required to complete other work as requested.

Employee Name	
Employee Signature	
Date	