

Position Description

Business Operations Coordinator – Procurement and Projects

Location:	Milton	Reports To:	Director Business Operations
PD Date:	May 2026	Salary Range:	Negotiated

About us

Act for Kids is a prominent provider of prevention, professional therapy and support services for children who have suffered abuse and support for families at risk. With over 30 centres nationally, we have supported thousands of children and their families for more than 30 years. In 2024-2025 we provided services to 37,171 people, including over 21,780 children.

Our unique multidisciplinary teams provide integrated therapy, sexual abuse counselling, safe houses in remote Indigenous communities, information, advice and referral services, intensive family support and preschools designed for children with additional development needs to ensure we set them up for success at school.

About our commitment

- Our vision is that all kids have a safe and happy childhood.
- We are a child safe organisation and all children who come into contact with our services will be provided with a welcoming and safe service.
- We are committed to working with Aboriginal and Torres Strait Islander peoples to design and deliver services that best strengthen our support to their children, families and communities.
- We are dedicated to creating a culture where physical, psychological, and emotional safety is a priority and to actively embed strong health and safety practices in our everyday work.
- We are committed to diversity, equity and inclusion, creating a workplace where everyone belongs and delivering inclusive, culturally safe and affirming services.

About our values

At Act for Kids our exceptional organisational culture is aligned to our values, which guide how we work and interact. You will be part of a *team* that is *professional, ethical, caring, courageous* and *collaborative* and we expect you to demonstrate these behaviours throughout your career with us.

About Cultural Humility

Act for Kids is committed to truth-telling and walking alongside Aboriginal and Torres Strait Islander children, families and communities on a journey of healing, self-determination, and hope. We acknowledge our responsibility to lead with respect, authenticity and cultural humility, creating culturally affirming and safe workplaces. We are committed to the recruitment and retention of First Nations team members and provide opportunities for meaningful connection and cultural peer support.

About the position

As part of the Business Services team, this position provides operational support across Act for Kids and You thrive by coordinating procurement and tender activities across key spend categories, including IT Managed Services Providers (MSP), Fleet Management Organisations (FMO), and other high-value procurement opportunities.

The position partners with vendors and internal stakeholders to monitor performance and service levels, analyse spend, and identify value-for-money opportunities. It provides practical advice and insights to support effective supplier oversight and timely contract management.

It also contributes to strengthening procurement capability across the organisation by promoting effective procurement practices among teams with purchasing delegation.

Within its scope, this role supports business operations functions, including facilities projects, purchasing, accounts payable, and administration, and acts as an escalation point for facilities-related matters.

Key responsibilities

- Coordinate procurement and sourcing activities, including quotations, tenders, purchasing, and contract administration, ensuring value-for-money outcomes and compliance.
- Manage supplier relationships and performance, including onboarding, service reviews, issue resolution, and preferred supplier arrangements, supported by reporting and spend analysis.
- Support the development and implementation of procurement frameworks, including category and vendor management, and associated tools, templates and registers.
- Monitor relevant procurement industry trends and recommend strategies to mitigate impacts.
- Coordinate procurement, supplier engagement, and administrative support for facilities and business services projects.
- Maintain procurement and business service systems, records, and documentation, including workflow and form development using Microsoft tools.
- Coordinate and oversee accounts payable processes, including invoice coding, processing, and billing accuracy.
- Provide day-to-day guidance and support to administrative staff.
- Manage onboarding and offboarding for SaaS platforms, including access, licensing, and record-keeping.
- Maintain asset and other registers.
- Provide customer service to internal and external stakeholders.
- Ensure compliance with all Act for Kids policies and procedures.
- Strong commitment to child safety, including cultural safety, by prioritising the rights, safety and wellbeing of all children in alignment to national and state child safe principles and standards.
- Consistent awareness of child-safeguarding risks and applies established risk-management practices to identify, report and mitigate risks in accordance with organisational policies and legal requirements.
- Ensure compliance with Work Health and Safety legislation, organisational policies and procedures, take reasonable care for own health, safety and wellbeing and that of others, and report hazards, incidents, injuries as soon as practical.
- Actively participate in regular supervision and Individual Development Plan (IDP) process.
- Maintain confidentiality and privacy in all matters relating to team members, clients, and procedures.
- Fulfil other tasks that your manager/s may reasonably ask you to perform.
- Act as a client/customer focused, values based team member and work collaboratively with other team members to achieve strong results across all activities at Act for Kids.
- Ensure behaviour during all work interactions is aligned to our values of being *professional, ethical, team oriented, caring, courageous* and *collaborative*.

About you

Qualifications

- Relevant qualifications or demonstrated experience in Procurement, Business, Project Management or a related field.

Skills and experience

- Demonstrated ability to operate at a strategic level while delivering practical, hands-on outcomes.
- Demonstrated procurement experience, including coordinating tender processes across high-value spend categories (e.g. IT MSP and FMO).
- Demonstrated experience working in a medium-sized, complex organisation, including coordinating activities across functions and supervising staff.
- Advanced Excel skills (e.g. pivot tables, lookups, data validation, reporting) and strong capability across Microsoft 365 applications.
- Demonstrated experience developing and maintaining workflows and forms using Microsoft tools (e.g. Power Automate, Forms), with exposure to project support desirable.
- Sound judgement and pragmatism, with the ability to operate effectively in ambiguous environments.
- Highly effective communication, influencing and negotiation skills, with strong written and analytical capability and the ability to build relationships with stakeholders.
- Positive, solutions-focused approach with the ability to think innovatively and drive improvement.

Other requirements

- Eligibility for a positive Working with Children Check in the applicable state of employment in Australia or exemption based on professional qualifications and registration.
- Current driver's licence.
- Applicants must be eligible to legally work in Australia and proof of eligibility will be requested.

Other information

Applicants are encouraged to apply even if they do not meet every requirement of the role. When assessing applications, the panel will consider performance and achievements in the context of individual circumstances.

We recognise that career paths are not always linear and that personal circumstances, career interruptions or periods of leave may have influenced work history. This means we will focus on the quality and impact of achievements, alongside experience and qualifications (where required), when assessing suitability for the role.

Act for Kids warmly encourages applications from Aboriginal and/or Torres Strait Islander peoples.