



Gayaa Dhuwi (Proud Spirit) Australia

Aboriginal and Torres Strait Islander Leadership in Social and Emotional Wellbeing, Mental Health and Suicide Prevention

Operations Officer

Position Description

Position Title	Operations Officer
Employment Type	Full Time
Salary	\$101,679 - \$114,709
Team	Operations
Report To	General Manager
Direct Reports	None
Location	Canberra

About Gayaa Dhuwi

Gayaa Dhuwi is the national peak body for Aboriginal and Torres Strait Islander social and emotional wellbeing, mental health, and suicide prevention. As a members based, community-controlled organisation, we are governed by Aboriginal and Torres Strait Islander experts and peak bodies.

Our vision is the highest attainable standard of social and emotional wellbeing, mental health, and suicide prevention outcomes for Aboriginal and Torres Strait Islander Peoples. Our role is to lead and advocate for systemic change that places the voices, strengths, and needs of Aboriginal and Torres Strait Islander Peoples at the centre of national policies and reforms.

We work in a fast-paced national policy and reform environment where priorities can shift quickly in response to government processes, parliamentary inquiries, sector developments, member priorities, emerging evidence, and national reform opportunities. As a result, our team needs to be made up of individuals who can understand complex policy and service systems, work respectfully within an Aboriginal and Torres Strait Islander leadership and organisations, and produce high-quality work across social and emotional wellbeing, mental health, and suicide prevention.

Gayaa Dhuwi's work is long-term with progress often requiring sustained advocacy, careful relationships, strong evidence and the ability to keep work moving over time. People who thrive at Gayaa Dhuwi are steady, thoughtful, organised, respectful, clear in their communication and able to maintain perspective while working on issues that matter deeply to our peoples and communities.



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The Role

The Operations Officer supports the effective day-to-day operation of Gayaa Dhuwi's national office, providing practical operational, administrative and procurement support across the organisation. The role works under the General Manager and contributes to a wide range of operational functions including office management, procurement, events logistics, merchandise management, and general administration.

This is a hands-on operational role that requires someone who is organised, reliable and proactive. The Operations Officer keeps things running smoothly in the background by managing suppliers, coordinating logistics, maintaining office systems and handling the administrative functions that the rest of the team depends on. They will understand that effective operations is what makes everything else possible within the organisation.

The role works closely with the General Manager and Governance and Compliance Manager, and supports the Communications Manager and broader team with operational and logistical requirements as needed.

Key Responsibilities

- Manage the day-to-day operations of the Gayaa Dhuwi office, including maintaining office systems, supplies, equipment and facilities.
- Coordinate general administrative tasks across the organisation, including mail, printing, filing and records management.
- Manage relationships with building management, IT providers and other operational suppliers.
- Support onboarding of new staff, including coordinating equipment, access and induction logistics.
- Maintain up-to-date asset and equipment registers.
- Coordinate procurement processes across the organisation, obtaining quotes, processing purchase orders and managing supplier relationships in accordance with organisational policies.
- Support the General Manager with contract administration and supplier correspondence.
- Manage the organisation's merchandise program, including ordering, inventory management and distribution.
- Assist with the preparation of funding proposals and grant applications as directed.



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- Support the planning and delivery of organisational events, including the national conference, sector events and internal staff events, providing operational and logistical coordination.
- Coordinate travel and accommodation bookings for staff as required.
- Support exhibiting at external events, including logistics, materials preparation and coordination.
- Undertake other duties as required.

Performance and Behaviour Expectations

- Maintains effective office systems, supplier relationships and administrative processes that the team can depend on.
- Manages procurement, purchasing and supplier correspondence accurately and in accordance with organisational policies.
- Keeps asset and equipment registers current and accurate.
- Delivers operational and logistical support for events and travel that is well organised and completed within agreed timelines.
- Anticipates logistical requirements and resolves issues proactively rather than reactively.
- Responds to administrative and operational requests from across the team in a timely and helpful way.
- Works constructively with the General Manager, Governance and Compliance Manager and Communications Manager.
- Works respectfully within an Aboriginal and Torres Strait Islander organisation and understands the importance of cultural safety in all operational functions.
- Handles sensitive information with discretion and contributes to a focused and respectful workplace.

Qualifications, Knowledge and Experience

- Relevant qualifications or equivalent professional experience in administration, operations or office management.
- Demonstrated experience in an operations, administration or office management role, including procurement, supplier management and general administrative support.
- Strong organisational skills and attention to detail, with the ability to manage multiple tasks simultaneously and meet deadlines reliably.



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- Experience supporting events planning and logistics.
- Demonstrated ability to work respectfully and effectively within an Aboriginal and Torres Strait Islander organisation, or with Aboriginal and Torres Strait Islander Peoples, organisations and communities.
- Clear written and verbal communication skills for supplier and stakeholder correspondence.
- Proficiency in Microsoft Office suite and familiarity with digital administrative systems.
- A proactive, can-do approach and the ability to work independently on routine tasks.

Selection Criteria

1. Demonstrated ability to work respectfully within an Aboriginal and Torres Strait Islander leadership organisation, including understanding of cultural protocols, self-determination and the importance of Aboriginal and Torres Strait Islander leadership.
2. Demonstrated experience in an operations or administration role, including office management, procurement, supplier coordination and general administrative support.
3. Demonstrated organisational skills and attention to detail, including the ability to manage multiple concurrent tasks, maintain accurate records, and meet deadlines consistently.
4. Demonstrated experience supporting events or logistics coordination, including the ability to anticipate requirements and resolve issues proactively.
5. Clear written and verbal communication skills, including the ability to handle supplier correspondence, purchase processes and general organisational administration accurately and professionally.

Benefits

- Competitive salary package including superannuation, four weeks of annual leave with annual leave loading, salary sacrificing options, and a mobile phone allowance.
- Flexible working arrangements working from home two days per week on a Monday and Friday, and in the office three days per week on a Tuesday, Wednesday and Thursday.



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- Professional development support and mentoring from the executive leadership team.

Eligibility

- Aboriginal and Torres Strait Islander people are encouraged to apply for this opportunity under section 51 of the Equal Opportunity Act 1984.
- Applicants must be an Australian citizen or have permanent residency status pending the granting of Australian citizenship. All successful applicants for the position will be asked to complete pre-engagement checks including national police check and a working with vulnerable people check.

Additional Notes

- Travel to other parts of Australia will be required from time to time.