



POSITION DESCRIPTION

Position Title	Business and Operations Administrator
Reports To	Executive Officer
Location	Wild At Heart's North Melbourne office and home office. Office days and hours to be negotiated.
Employment Basis	Part-time or casual, 3 days per week (hours negotiable)
Salary	Salary and classification will be determined according to skills and experience under the Social, Community, Home Care and Disability Services Industry Award.

About Wild At Heart Community Arts

Wild At Heart is an artist-led, change-making music organisation driving cultural equity from the ground up. We work alongside artists with disability, mental illness, neurodivergence and gender diversity to develop original work, professional skills and leadership. Through mentoring, recording, performance and industry engagement pathways, artists participate as equals in music culture—shifting systems, challenging exclusion and building a more just and representative music industry.

Position Purpose

The Business and Operations Administrator is responsible for the financial administration, NDIS administration, compliance and operational systems of Wild At Heart.

Working closely with the Executive Officer, and with our Accountant and Auditors, the role ensures the organisation operates efficiently, meets its legal and contractual obligations, maintains accurate financial and participant records, and has robust systems to support staff, artists, participants, projects and organisational sustainability.

The role is primarily focused on finance, Xero accounting systems, NDIS administration, compliance and business operations.

Key Responsibilities

1. Financial Administration

- Manage day-to-day financial administration including accounts payable and receivable, payroll, superannuation, reconciliation, GST, banking and cash management.
- Process invoices, payments and reimbursements.
- Maintain financial systems in line with organisational, funding and legislative requirements.
- Liaise with accountants, auditors, banks and relevant stakeholders.

- Support budgeting, cashflow monitoring, financial reporting and acquittal processes including preparing reports for management, Board and funding bodies.

2. NDIS Administration and Billing

- Maintain participant records, funding allocations and service delivery documentation
- Collect, verify and process attendance records for NDIS-funded service useage, and support staff to maintain accurate participant and attendance documentation.
- Prepare and issue accurate NDIS invoices and payment claims within required timeframes.
- Monitor outstanding claims, payments and discrepancies and follow up as required.
- Ensure compliance with NDIS pricing arrangements, service agreements and record-keeping requirements.

3. Compliance and Governance

- Maintain organisational compliance with relevant legislation, funding agreements and regulatory requirements.
- Support compliance with ACNC, taxation, superannuation, payroll and other statutory obligations.
- Maintain organisational policies, procedures, registers and governance records.
- Support Board reporting, documentation and administrative requirements.
- Monitor compliance deadlines and reporting schedules.

4. Operations and Systems

- Develop, maintain and improve organisational administrative systems and workflows.
- Manage insurance, tenancy, utilities, subscriptions and service agreements.
- Maintain secure digital and physical filing systems.
- Support IT systems, cloud platforms and data management processes.
- Maintain organisational databases and records.
- Identify and implement improvements to operational efficiency and systems.

5. Human Resources Administration

- Support recruitment documentation, onboarding and personnel administration.
- Maintain employee and contractor records.
- Assist with HR compliance documentation and organisational policies.

7. Risk Management

- Support organisational risk management processes and reporting including protecting organisational assets, information and data.
- Contribute to continuous improvement of organisational systems, policies and procedures.
- Undertake other duties consistent with the role as reasonably directed.

Selection Criteria

Highly Desirable

Wild At Heart strongly encourages applications from people with disability, mental illness, neurodivergent people, LGBTQIA+ people, First Nations people and people from culturally diverse backgrounds who meet the selection criteria for the role.

Essential

1. Proven experience managing financial administration including payroll, accounts payable and receivable, invoicing, reconciliations, budgeting support and financial reporting within a not-for-profit, community, arts, disability or similar organisation.
2. Proven experience and knowledge in NDIS administration and regulations, including participant record keeping, attendance and invoicing processes.
3. Professional level knowledge of Xero accounting software.
4. Strong understanding of compliance, governance and organisational record-keeping requirements in a funded or regulated environment.
5. Highly developed organisational skills, attention to detail and priority management skills
6. Professional level IT skills for the applicable uses described above.
7. Professional written and verbal communication skills and ability to liaise effectively with staff, participants, contractors, funding bodies and external stakeholders.
8. Ability to work independently, exercise initiative and contribute effectively within a small team environment.
9. Commitment to the values of inclusion, accessibility and the participation of people with disability in arts and community settings.

Desirable

1. Experience in the disability, mental health, community arts or music sectors.
2. Experience supporting grant administration, funding acquittals or fundraising processes.
3. Relevant qualifications in business administration, bookkeeping, accounting, finance or related fields.

Employment is subject to evidence of Australian working rights and a satisfactory National Police Check.