

POSITION DESCRIPTION

POSITION TITLE:	Admin & Operations Support
REPORTING TO:	Operations Manager
EMPLOYMENT TYPE:	12 month fixed term contract Part-time, up to 30 hours per week (days can be spread across the week) 3 months probationary period
DIRECT REPORTS:	Nil
LOCATION:	Darlinghurst, NSW

WHO WE ARE

Join Go Gentle Australia - a small team making a big difference to end-of-life care.

Go Gentle Australia is a national charity founded in 2016 by broadcaster Andrew Denton. We're best known for our role in passing voluntary assisted dying (VAD) laws across all six Australian states and the ACT; laws that give terminally ill Australians who are suffering the right to apply to doctors for medication to end their life.

We advocate for accessible, person-centred VAD laws, amplify the voices of dying people and their families, support health professionals providing VAD care, and commission and share evidence to improve end-of-life care across Australia.

We're a focused but warm and friendly team who work from a vibrant co-working space in Darlinghurst. We have easy access to the city, green space, bike parking and showers, decent coffee and great cafes nearby. Flexible working is part of the culture, not just a policy. Dogs are welcome too.

THE ROLE

We're looking for a switched-on, organised and proactive person to support our Operations Manager with projects and the day-to-day work of running a busy national charity.

This is a broad role where no two weeks look the same. One day you might be coordinating logistics for an upcoming event, the next you're in a spreadsheet, deep-diving research. If you're the kind of person who gets satisfaction from keeping things ticking along and making a team more effective, this is the role for you.

We're open to candidates at different career stages. Whether you're starting out with a willingness to learn and gain experience by doing, an administrator looking for a part-time role that fits around study, family or other commitments, someone returning to the workforce after a break, or an experienced administrator looking to step back from a full-time role, we want to hear from you. Our successful candidate will bring energy, initiative and strong attention to detail.

Key Responsibilities

Operations & Project Support

- Support the Operations Manager across key organisational projects, including tracking actions, coordinating meetings and circulating minutes
- Help keep projects on track by monitoring timelines, following up on outstanding items, and flagging risks early
- Assist with event and activity logistics as required, including webinars and stakeholder events
- Help manage key systems including NationBuilder (CRM), Humanitix (events platform) and a WordPress Website
- Assist with research, document preparation and briefing notes as required

Administration

- Provide general administrative support to the Operations Manager and broader team
- Manage correspondence, scheduling and diary coordination as required
- Assist with drafting and sending internal and external communications
- Maintain and improve filing systems, databases and shared drives
- Support financial administration tasks including invoice processing and expense tracking
- Assist with onboarding of new staff, volunteers or contractors as needed
- Provide any other support as required

Your skills and experience

Essential

- Demonstrated experience in an administrative, operations or coordination role
- Excellent written and verbal communication skills – clear, warm and professional
- Highly organised with strong attention to detail and the ability to juggle competing priorities
- Solid IT skills across Google Workspace and Microsoft Office, with comfort learning new systems
- Experience with or willingness to quickly learn CRM systems (we use NationBuilder, Humanitix and MailMerge)
- A proactive mindset, with the ability to spot what needs doing and sort it
- Ability to work autonomously in a small, fast-paced team
- Comfortable with spreadsheets, including basic formulas, filters and budgets
- Must be an Australian Citizen or Permanent Resident

Desirable

- Experience working in the not-for-profit or charity sector
- Experience with healthcare and its systems
- Experience supporting events, conferences or webinars

WHAT WE CAN OFFER YOU?

- Salary of \$55,000 – \$65,000 (FTE – pro rata to agreed hours/week), plus superannuation
- Salary packaging options
- Flexible working hours; weekly hours may be spread across 3, 4 or 5 days

- Hybrid working arrangements after initial training period (mix of office and remote)
- 4 weeks annual leave plus an additional two-week shutdown over the December–January period
- \$1,000 annual professional development budget (pro rata)
- Annual, benchmarked salary reviews
- A warm, dog-friendly office in Darlinghurst with a genuinely supportive team and good snacks!
- The chance to contribute to work that genuinely matters

GOT QUESTIONS?

If you'd like an informal chat about the role before you apply, please contact Kaylie Reyes at office@gogentleaustralia.org.au, using the subject line: Administration & Operations Support

HOW TO APPLY (necessary for EthicalJobs)

Please submit your CV and a short cover letter (as PDFs) explaining how you meet the skills and experience required for the role in no more than 300 words, via the prompts. Applications will be assessed on a rolling basis.

TERMS AND CONDITIONS OF EMPLOYMENT

The role is a part-time position with normal office hours of 9.00am to 5.00pm although reasonable overtime hours are occasionally required as part of the salary package to support key project deadlines.

For the right candidate we are happy to discuss some flexibility in the hours/days. However, during your probationary period while you're getting to know the role and team we ask for regular office attendance.

SELECTION CRITERIA

Essential

- Demonstrated experience in an administrative or operations coordination role
- Sound written, interpersonal and communication skills (including confidence on the phone)
- Competency across key IT programs including Google Workspace, Microsoft Office and CRM systems or a willingness to learn
- Ability to work proactively in a small team with competing priorities
- An organised, detail-oriented approach, someone who takes pride in their work
- Australian Citizen or Permanent Resident

Desirable

- Experience in the not-for-profit sector
- Experience supporting events, particularly in the conference or webinar space
- Interest in or connection to Go Gentle Australia's mission