

Position Description
Administration Officer
July 2026



Position Title	Administration Officer
Hours	30 hours per week (Spread over 4 or 5 days).
Duration	Ongoing
Location	Onsite in the CSMC office (Melbourne CBD) / hybrid
Salary	SCHADS Award Level 3 (\$82,320 pro rata) + Super. Salary packaging available
Reports to	General Manager and Fundraising Manager
Closing Date:	9am, Monday 27 July 2026
Contact Person:	Nina Springle, General Manager Phone 0407 354 787 or email generalmanager@csmc.org.au

About CSMC

Council of Single Mothers and their Children (CSMC) is a feminist organisation founded by single mothers to secure a better life for women parenting alone and their children.

For more than 55 years, CSMC has advocated for the rights, wellbeing and economic security of single mothers and their children. Through advocacy, policy development and systemic reform, CSMC works to address the social, economic and legal barriers experienced by single mother families.

CSMC envisions a society that ensures social and economic inclusion for all single mothers and their children across their lives. We are committed to the principles of self-help, empowerment and mutual support.

POSITION PURPOSE

The General and Fundraising Administration Officer provides high-quality administrative support to CSMC's management team, including the CEO, General Manager and Fundraising Manager.

The role supports the efficient operation of the organisation through the provision of general administration, fundraising administration, governance support, records management and project assistance.

The role plays an important part in enhancing the lived experiences of single mothers through maximising the capacity of the organisation and its senior staff.

KEY RESPONSIBILITIES

Administrative Support

- Provide administrative support to the General Manager, CEO and Fundraising Manager.
- Prepare correspondence, reports, meeting papers and organisational documents.

- Coordinate diaries, meeting invitations and appointments as required.
- Assist with the preparation and formatting of presentations, reports and funding documentation.
- Manage incoming enquiries and ensure timely referral to appropriate staff.

Organisational Systems and Records

- Maintain accurate organisational, member, donor and stakeholder records.
- Support the management of organisational databases and CRM systems.
- Assist with data entry, record management and document control.
- Maintain confidentiality and ensure electronic filing systems are managed in accordance with organisational policies and privacy requirements.

Fundraising Administration

- Maintain donor and supporter records within the CRM and fundraising databases.
- Assist with the administration of fundraising campaigns, appeals and events, including developing social media content.
- Support donor communications and stewardship activities as directed by the Fundraising Manager, including timely donor acknowledgements.
- Maintain grant application and reporting schedules.
- Provide administrative support for grant applications, acquittals and funding reports.

Board and Governance Support

- Assist with the administration of Board and committee meetings.
- Prepare meeting packs and distribute governance documentation as directed.
- Support the maintenance of governance records and organisational policies.
- Assist with compliance and reporting requirements.

Events and Project Support

- Assist with the administration and coordination of organisational events, member activities and stakeholder meetings.
- Support project planning, scheduling and logistics.
- Prepare resources and materials for meetings, consultations and events.

Office Coordination

- Ensure the smooth operation of administrative systems and processes.
- Coordinate office supplies and equipment as required.
- Monitor shared inboxes and administrative workflows.
- Contribute to continuous improvement of administrative systems and practices.
- Other duties as required.

KEY SELECTION CRITERIA

Essential

- Demonstrated experience in an administrative, business support or office coordination role.
- Excellent organisational skills and attention to detail.

- Strong written and verbal communication skills, including social media.
- High level proficiency in Microsoft Office applications, including Word, Outlook and Excel.
- Experience maintaining databases, CRM systems or electronic records.
- Ability to work independently manage, multiple priorities and meet deadlines and collaborate within a small team environment.
- Demonstrated discretion and ability to handle confidential information.
- Commitment to feminist principles, social justice and the rights of single mothers and their children.

Desirable

- Experience working in the community, not-for-profit or membership sector.
- Experience supporting fundraising, donor administration or grant processes.
- Experience supporting boards, committees or governance functions.
- Familiarity with Salesforce.

Special Measures Provision

CSMC is a feminist organisation led by and for single mothers.

Under the special measures provisions of the *Equal Opportunity Act 2010 (Vic)*, all employees of CSMC are women who are, or have been, single mothers. Applicants must meet this requirement. First Nations and culturally diverse women who are or have been single mothers are encouraged to apply. This reflects CSMC's commitment to ensuring lived experience informs all aspects of our work.

APPLICATION PROCEDURE

Applications open until 9am, Monday 27 July 2026.

Please apply via EthicalJobs.com.au. Application to addressed to Nina Springle, General Manager

Please include a cover letter clearly addressing all the key selection criteria and a current resume.

Appointment is subject to a police check.

Please contact Nina Springle, General Manager to discuss the role further, noting that relevant administration expertise and lived experience of being a single mother are both essential for this role. Ring 0407 354 787 or email generalmanager@csmc.org.au