



Position:	Programme Support Officer
Position type:	Part Time – .6 FTE. 22.8 hours per week across 5 days per week, (to be negotiated) Initial 12-month contract with potential to extend
Remuneration:	67k-73k pro rata, depending on experience, plus 12% superannuation and not for profit salary packaging
Location:	The role will be based in Moorabbin, Victoria Australia, however, may be required to work from home. There will be attendance at our Dandenong recycling plant when required
Applications close:	11.59 pm on Sunday 6 September 2026

Soap Aid in Melbourne is seeking a part-time Programme Support Officer to join and support our small team. You will provide administration and partner engagement support across the operations of Soap Aid.

ABOUT THE ORGANISATION

Soap Aid is a small and unique registered Australian-based charity and social enterprise. We work closely with accommodation provider partners through the Soap Aid Hotel to Hands and Soap Aid Camp to Community Guest Soap Recycling Programmes to respond to the community crisis occurring with hygiene-related deaths and diseases. At the same time, we are working with accommodation providers, and soap manufacturers in Australia and New Zealand, to divert their waste hard soap from overflowing landfill to us for recycling into hygienic brand-new bars of soap.

This soap provides a reliable source of critically needed free soap to improve health outcomes for vulnerable communities facing major hygiene challenges in Australia and internationally.

Soap Aid promotes sustainability and social impact and our mission to divert soap from landfill and supply free soap bars to children and families is needed now more than ever.

Soap Aid is the only organisation in Australia undertaking this humanitarian and environmental effort with recycled soap. Soap Aid is governed by a board of professional volunteers and is an ATO endorsed DGR type 1 Tax Concession Charity.

ABOUT YOU

You are a service oriented, enthusiastic, collaborative administrator, with 4 years' experience who brings initiative and accountability. You are adaptable and flexible with a "can do attitude". You are a team player; you don't mind getting your hands dirty and are happy to have a go at anything that might come up. You can work autonomously when required and move between office and work at home environments as needed.

POSITION DESCRIPTION – PROGRAMME SUPPORT OFFICER

POSITION SUMMARY

The Programme Support Officer contributes directly to Soap Aid's mission of improving hygiene outcomes and reducing environmental waste. It provides operational, administrative, partnership,

logistics, marketing, grant administration, reporting, and stakeholder engagement support across Soap Aid's programmes and strategic initiatives. As an important part of Soap Aids Team, the role supports the growth and visibility of Soap Aid's Hotel to Hands (H2H) and Camp to Community (C2C) programmes.

KEY RESPONSIBILITIES

Provide administrative support for day-to-day operations which may include:

- Managing correspondence including email responses, phone calls and general enquiries
- Scheduling meetings, organizing events and internal communications
- Provide invoices to Soap Aid GM for payment when required
- Maintain hard-copy and printed marketing materials including posters, flyers, and tent cards.
- Provide support for programme participants, partners, donors, and stakeholders.
- Provide administrative support to the Soap Aid Core team when required
- Provide support for other activities where required

Soap manufacturing and Logistics

- Coordinating soap collection, transportation, storage, and distribution activities with Soap Aids freight partners
- Track donation volumes and maintain accurate reporting records and reports.
- Coordinate soap stock and inventory to meet community commitments and avoid shortages or over-purchasing
- Coordinate the sourcing of packaging, pallets and labels required for recycled soap bars
- Liaise with operational partners for monthly reports, stock control and stock movements

Provide Support to the Hotel to Hands and Camp to Community Programme Partners

- Coordinate onboarding processes for new programme partners, including CRM setup
- Conduct calls for annual subscription renewals
- Communicate with programme partners regarding subscription renewals, and check ins
- Respond to and resolve accommodation partner enquiries for assistance, including for soap collections and general requests for help.
- Update the CRM when communicating with all partners
- Develop and maintain process documentation/Induction packs for routine operations
- Liaise with soap suppliers, vendors, product distributors, product donors and corporate partners and service providers where required
- Organise monthly soap collection reminders
- Create and distribute welcome packs and tent cards
- Develop certificates for programme partners when required
- Conduct partner and stakeholder feedback surveys to evaluate programme effectiveness and identify opportunities for improvement.
- Prepare quarterly impact reports and other partner reporting requirements

Provide Support Community Partners

- Contribute to the support of Community Partners, resolving issues and maintaining satisfaction where required
- Respond to enquiries and resolve issues promptly
- Conduct feedback surveys to community stakeholders to evaluate program effectiveness and identify areas for improvement

- Update the CRM when communicating with all partners

Develop New Business Partnerships

- Contribute to the development and implementation of strategies for growth, sustainability, and new partnership opportunities
- Contribute to the design and implementation of product strategies and sales campaign
- Supporting development of partnership proposals and business cases

Fundraising/Grants/Awards

- Research potential funding opportunities from foundations, government agencies and corporations including grants, sponsorships, and partnerships and cultivate relationships for ongoing funding support.
- Develop donor communications and appeal materials
- Contribute to compelling submissions as designated
- Submit grant applications and ensure timely follow-ups as designated
- Research and identify award opportunities from foundations, government agencies, and corporations.
- Maintain master award and grant tracking database
- Coordinate the writing and submission of award entries
- Submit award applications and ensure timely follow-ups according to task allocation

Marketing and Social Media

- Contribute to the development and execution of marketing strategies for growth, brand positioning and raising the awareness of Soap Aid, including:
 - Create and update social media calendar
 - Manage and grow social media profiles across platforms
 - Develop social media marketing themes focusing on mission success
 - Create and post engaging social media content regarding community partners including visuals, videos, and written posts.
 - Monitor social media inboxes and respond to comments and enquiries
 - Maintain mail chimp subscriber lists
 - Contribute to Soap Aids monthly EDM
 - Contribute to market research about industry trends, target audiences, and competitors.
 - Support media engagement activities including press releases, stories, and interviews
- Generation of CRM reports to provide impact reports for partners and EOM KPI's

Essential qualities for the role:

- Highly organised with excellent time management skills
- Strong initiative and problem-solving skills
- Flexible and adaptable
- Attention to detail
- Confidence to communicate with a wide variety of stakeholders and levels in organisations
- Strong written and verbal communication skills, empathetic and a good listener

Essential Skills and experience for the role:

- Significant experience in programme support, project coordination, administration, stakeholder engagement, customer engagement or similar role

- Strong Information technology skills including:
 - Advanced capability in MS Office suite, MS Teams and SharePoint and the ability to adapt to our systems and set up and communicate via video conferencing media
 - Good CRM user experience (Insightly CRM or a similar cloud-based system is desirable)
 - Good Knowledge of Mailchimp and WordPress
 - Good Knowledge of social media platforms and marketing/communication campaigns
- Understanding of support required for business development activities e.g., grant submissions, new memberships, product sales and corporate sponsorships
- Experience with communicating with partners, clients, vendors, suppliers, and distributors
- Demonstrated ability to coordinate multiple activities, maintain accurate records, and build positive relationships with a range of stakeholders.
- A minimum of 3 years' administration experience in a similar role
- Tertiary qualifications in relevant discipline, or equivalent career experience

Highly valued for this role:

- Experience with logistics coordination
- Knowledge of membership-based organisations
- Experience in providing administrative support in a commercial environment
- Experience in providing administration for the not-for-profit sector and/or international development/Community development sector
- Experience in the Tourism accommodation sector and/or employer provided accommodation sector – e.g., FIFO camps

Values and Behaviour Expectations

All staff are expected to:

- Demonstrate integrity, professionalism, and accountability.
- Support Soap Aid's mission, vision, and strategic objectives.
- Work collaboratively with colleagues, volunteers, partners, and stakeholders.
- Maintain confidentiality and act ethically at all times. Contribute positively to a culture of continuous improvement, innovation, and service excellence.

Note: It is anticipated that applications will close on the advertised date, however individuals are encouraged to apply early, as applications will be reviewed upon receipt, and interviews may start to be conducted before the close of applications.

- *Any offer of employment will be provided to the successful candidate, subject to satisfactory referee checks, national police check and endorsement of Soap Aids' Code of Conduct by the candidate.*
- *All applicants must be legally entitled to live and work in Australia*
- *As Soap Aid is a registered charity and not-for-profit, salary packaging is available each Fringe Benefit Tax (FBT) year (pro-rata) for general living expenses.*

Please email save@soapaid.org should you have any questions. With Programme Support Office Role and your name in the subject line.

Soap Aid is an Equal Opportunity Employer