

Volunteer Services Officer

Position Description

Date: Thursday, 30 July 2026

The organisation

As Australia's only national bird conservation charity, we are on a mission to put birds and nature on the path to recovery within a decade, leading and facilitating action that halts biodiversity loss and restores ecosystems. We can only achieve this with the help and support afforded to us by our diverse stakeholders including supporters, campaigners, donors, members, and like-minded conservation organisations.

BirdLife Australia takes a science and evidence-based approach to bird conservation. Where strong conservation plans are in place and well-resourced the evidence tells us that threatened species can be brought back from the brink of extinction. With a 100-plus year history and Australia's strongest and longest-lived collection of data and surveys, BirdLife Australia brings a wealth of observation and experience to the protection of native birds.

BirdLife Australia is a diverse organisation with more than 330,000 supporters, donors, volunteers, campaigners, and members, over 130 staff across Australia, and a network of more than 40 voluntary community groups.

A significant part of BirdLife Australia's work is done by volunteers acting either alone, in organised groups or serving on Committees. It is important that all staff understand and appreciate the contribution made by volunteers, and are also mindful of their varying skills, interests and motivations.

BirdLife Australia acknowledges the important role First Nations People throughout Australia have played, and continue to play, caring for Country. We acknowledge their continuing connection to land, sea and community and pay respect to Traditional Owners and their cultures, and to their Elders both past and present. BirdLife Australia endeavours to facilitate the further engagement of Indigenous Australians in the research and conservation of our native birds.

The role

Reporting to the Manager Participation, the role will support the work of BirdLife volunteers nationally by providing a point of contact for volunteer individuals and groups for inquiries and requests. In particular, this role will be a key contact and provide support to the BirdLife Southern NSW branch and other local groups. The role will also assist with training volunteers in new processes and procedures. The position will play a key role in supporting cultural change, governance and implementation of conservation and advocacy activities through project administration.

The role will assist the Manager Participation to liaise with BirdLife Australia staff, volunteer branches, Special Interest Groups and external volunteer groups to support them in BirdLife grant

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applications. The role will provide administrative support for the BirdLife Australia Community Grants program, worth approximately \$80,000 annually.

Position title

Volunteer Services Officer

Position objective

To assist with empowering supporters, local communities, and our volunteer Network with the tools, knowledge, and skills to protect and restore birds and their habitats.

Status

This is a part-time (0.4 FTE) position on a continual contract.

Staff reporting

This role does not have any direct reports.

Remuneration / Job Level

Salary at Level 2 (*based on published Level / Grade Remuneration Scales*)

Location

New South Wales.

Reporting

This position reports to the Manager Participation.

Key relationships

Internal: Senior Manager Participation, Manager Participation, Volunteer Services Coordinator, Conservation and Science Managers and Directors, Manager Marketing and Sales, Campaigns Manager, Finance and Business Improvement teams, BirdLife Australia volunteer Network, Branch and Special Interest Group office bearers, other BirdLife volunteer groups and champions and members, BirdLife Australia Impact and Participation Committee.

External: Local community and volunteer groups, BirdLife Southern NSW, First Nations People (including Traditional Owners and representative groups),

Travel requirements

Some travel within Australia may be required.

Occasional travel within the Sydney area will be required.

Duties

- Respond to volunteer enquiries and provide relevant information or escalate as appropriate.

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- Assist in facilitating communications between BirdLife Australia conservation program staff and BirdLife branches, volunteers, and community groups.
- Assist with the administration of projects.
- Assist in delivering training to volunteers on new processes and procedures, such as development of training materials and guides.
- Assist with the delivery of monthly online BirdLife volunteer meetings.
- Provide administrative support for the BirdLife Community Grants Program.
- Support the Manager Participation with incoming grant enquiries from BirdLife volunteer groups and external groups.
- Be a key contact and assist local volunteer branches and groups, including meeting online or face to face as required.

Selection criteria

Essential

- Experience with program administration or coordination.
- Experience using CRM systems.
- Capable of quickly learning new systems and tools.
- Excellent communication skills.
- Excellent time management and coordination skills.
- Ability to liaise and negotiate with a diverse range of stakeholders.
- Experience with Microsoft Office Suite.

Desirable

- Experience with volunteer programs and/ or volunteer-involving organisations.
- Experience providing administrative support for grant programs.
- Experience working with Salesforce.
- Experience with Better Impact or a similar volunteer management tool.
- Experience using Campaign Monitor or a similar communications tool.
- Knowledge of conservation and environmental sector and current issues.

Living our Values

- Promote and role model appropriate behaviours that support BirdLife Australia's culture and values.
- Actively demonstrate organisational values.

<i>Passion</i>	<i>Excellence</i>	<i>Leadership</i>	<i>Collaboration</i>	<i>Integrity</i>	<i>Impact</i>
We bring people together around a	Science and knowledge is at the centre of	We empower and inspire people to lead with	We embrace diversity and work in partnership	Our success is based on experience, honesty,	We think globally, lead nationally

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love of nature	everything we do	courage and purpose	with mutual respect	trust and fairness	and act locally
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OH&S statement

Employees and potential employees should be aware that the requirements of the position include, but are not limited to:

- Limited attendance at evening or weekend meetings.
- Possible driving for extended periods and limited interstate travel.
- Long periods of sedentary desk and computer duties and telephone use.
- Possible lifting and moving of heavy equipment and objects.
- Possible limited overnight and weekend work for meetings, events or conferences.