

Position Description

Organisation	Youth Action
Location	Darlinghurst
Position	Executive & Operations Support Coordinator
Employment type	Part time, 17.5 hours per week (0.5 FTE), ongoing position (across 3-4 days per week)
Award grade	Level 3.1, SCHADS
Remuneration	\$40,000 plus 12% superannuation
Enterprise agreement	Youth Action & Policy Association (NSW) Inc. Enterprise Agreement

About this Role

Are you a highly organised and proactive person who enjoys keeping people, systems and day-to-day activities running smoothly behind the scenes?

Youth Action is seeking an Executive & Operations Support Coordinator to join our small and collaborative team. This is a varied role where you'll work across executive support, organisational operations, membership and project coordination, helping to keep our day-to-day work organised and on track.

You'll coordinate schedules, meetings and follow-up actions, maintain accurate records and data, support routine financial administration, and help keep organisational systems and processes running effectively. You'll also support membership administration and engagement, projects and events, organisational reporting, and our impact and evaluation work.

Join a small, passionate team leading social change in NSW. At Youth Action, we value collaboration, creativity and genuine participation. This role would suit someone who enjoys variety, takes pride in being organised and reliable, and likes finding practical ways to make things work better. You'll have the opportunity to build your skills, work across different areas of the organisation and contribute to work that creates lasting change for young people across NSW.

Position Purpose

Youth Action exists to ensure young people influence the decisions that affect their lives, strengthen the capability of the youth sector and create lasting positive change across NSW. None of that happens by accident.

The Executive & Operations Support Coordinator creates the conditions that enable Youth Action to do its best work. Working across executive support, organisational operations and project coordination, the role ensures the organisation stays connected, organised and responsive. By anticipating needs, improving systems, coordinating priorities and solving practical problems, the role helps ensure commitments are delivered, opportunities are acted on and nothing important falls through the cracks.

Working closely with the CEO, Directors and wider team, this role is the connective tissue across the organisation. The position supports staff to focus their time and energy on building relationships, strengthening the sector, influencing policy and creating better outcomes for young people across NSW. Just as importantly, the role helps ensure young people, sector members and partners experience Youth Action as welcoming, responsive and easy to engage with, supporting stronger relationships and meaningful participation in our work.

Position Objectives

- Support the organisational conditions that enable Youth Action to deliver on its strategic priorities by providing high-quality executive support, operational coordination and project administration.
- Work alongside the CEO, Directors and wider team by ensuring priorities, information and commitments are well coordinated and delivered.
- Strengthen organisational effectiveness through practical problem-solving, continuous improvement and high-quality operational support.
- Foster positive engagement with Youth Action's members by supporting responsive communication, meaningful participation and effective membership systems.
- Coordinate projects, reporting and organisational processes that strengthen accountability, organisational learning and impact.

Accountabilities

Executive Support and Coordination

- Provide proactive executive support to the CEO, coordinating priorities, meetings, scheduling and follow-up actions.
- Coordinate organisational planning, meeting preparation and documentation to ensure work progresses smoothly.
- Track actions and commitments across the organisation, helping ensure important priorities are delivered.
- Anticipate support needs, solve practical problems and help remove barriers to effective delivery.

Operations & Organisational Effectiveness

- Coordinate organisational systems, processes and administrative functions that support effective day-to-day operations.

- Maintain accurate records, templates, procedures and shared resources.
- Support routine financial administration and organisational compliance processes.
- Identify opportunities to improve systems, streamline workflows and strengthen organisational efficiency.

Membership & Organisational Engagement

- Help ensure every interaction with Youth Action is welcoming, responsive and builds stronger relationships with young people and youth sector members.
- Coordinate membership administration, including applications, renewals, communications and member records.
- Support delivery of member communications, events, consultations and engagement activities.
- Help maintain accurate CRM data and contribute to understanding member participation and engagement.
- Work with colleagues to ensure membership systems and processes support Youth Action's strategic objectives.

Projects, Impact and Reporting

- Coordinate organisational projects, events and consultations, ensuring logistics and administration support successful delivery.
- Support implementation of Youth Action's impact and evaluation framework.
- Maintain high-quality project records and organisational data.
- Coordinate information that supports funding acquittals, reporting and organisational learning.
- Contribute to building an evidence-informed organisation through accurate information and strong coordination.

Organisational Contribution

- Build positive relationships across the organisation and with external stakeholders.
- Demonstrate initiative, sound judgement and a solutions-focused approach.
- Contribute to a collaborative, inclusive and continuously improving organisational culture.
- Champion Youth Action's purpose, values and commitment to young people's participation.
- Work flexibly across organisational priorities as organisational needs evolve.

What You'll Bring to the Role

- At least two years' previous experience providing high-quality administrative, project or operational support.
- Strong organisational, administrative and time management skills, with excellent attention to detail and the ability to manage multiple tasks and deadlines.
- Strong written and verbal communication skills, with the ability to build positive relationships with colleagues, members and external contacts.

- Confidence using Microsoft Office, with familiarity using CRM or database systems such as HubSpot (or a willingness to learn).
- Experience with basic financial administration, such as issuing invoices, maintaining receipts, tracking payments and updating budget spreadsheets.
- Strong data management skills, including maintaining accurate records and supporting basic reporting.
- Ability to work independently, use initiative and contribute effectively across different teams, projects and priorities.
- Experience supporting events, project administration, monitoring and evaluation, or organisational reporting would be highly regarded.
- An interest in the not-for-profit or youth/community sector.
- A strong commitment to teamwork, creative problem-solving, collaboration and bringing enthusiasm to every aspect of your work, as well as experience using real-time collaboration and project tools (e.g. SharePoint, Teams, Monday, etc) to manage shared work.
- A current Working with Children Check and National Police Check, or willingness to obtain both.
- Capacity to occasionally work outside standard hours where required.

Working at Youth Action

Youth Action is the peak organisation representing young people and the services that support them in NSW. We have represented young people and the Youth Sector for over 30 years and are supported by over 150 Member organisations.

We have a safe, progressive, and equitable culture. We encourage all to apply, including LGBTIQ+, First Nations people, people with disability, and those from diverse cultures, backgrounds, and experiences.

Working at Youth Action is a great opportunity to grow in your chosen profession, build new skills, and gain experience that will support your career long into the future. We're committed to supporting your professional development and progression, and you'll be part of a team that values learning, collaboration, and purpose-driven work. You'll also enjoy time-in-lieu for any occasional after-hours or weekend work, 4 weeks of annual leave, additional end-of-year leave, and access to an Employee Assistance Program (EAP).

Contact

Please send any queries to our General Manager at recruitment@youthaction.org.au.