

POSITION DESCRIPTION

Position Title:	Office Manager
Location:	Arundel
Employment Type:	Full time, permanent
Reports to:	Chief Financial Officer

Our Vision

A world where people, communities and systems all work together to protect children from sexual abuse.

Our Mission

To provide a coordinated and holistic approach to the prevention and treatment of child sexual abuse.

Our Values

Integrity: We act with integrity, demonstrate accountability, honesty, and at all times, behave ethically.

Respect: We behave and communicate with inclusivity, mindfulness, and professionalism whilst continually embracing diversity.

Energy: We unreservedly apply ourselves using all efforts, power and abilities towards protecting children from child sexual abuse.

Empathy: We acknowledge the bravery of survivors and those that support them. Without fear or favour, we seek to ensure that children have a childhood free from sexual harm.

Bravery: We seek to genuinely understand other people's experiences, culture and perspectives. In turn, we support individuals and communities in a manner that is meaningful to them.

Bravehearts is unwavering in our commitment to the safety and wellbeing of all children and young people accessing our services. We act without hesitation to ensure the legal rights of all children and vulnerable persons are maintained. Bravehearts is dedicated to fostering a culture where every child is valued, respected, and safe from harm.

Bravehearts Statement of Commitment embodies this through application of our pledge to:

Prioritise the Child	The best interests of children are at the forefront of every decision and action we take.
Cultivate a Safe Culture	We are dedicated to creating and maintaining a child-safe environment characterised by transparency, accountability, and a shared responsibility for protecting children from sexual abuse and exploitation, and abuse and neglect more broadly.
Empower Voices	We actively listen to and amplify the voices of children and young people, ensuring their perspectives shape our policies, programs, and practices.
Act with Vigilance	All Bravehearts personal (National Board, staff, students and volunteers) are mandatory reporters, committed to promptly reporting any concerns about a child's safety to the appropriate authorities, irrespective of age, type of harm or location.
Collaborate for Impact	We operate in a spirit of cooperation and consultation with other relevant agencies in matters concerning child protection. We work in close partnership with families, communities, and other agencies to create a network of support that protects and promotes the wellbeing of children.
Strive for Excellence	We are committed to continuous improvement in our child safeguarding practices, regularly reviewing our policies, procedures, and training to ensure they reflect the highest standards.

Position Purpose

This position is responsible for the effective leadership, governance and continuous improvement of all office operations to ensure a safe, efficient and professional working environment. The role oversees facilities, office infrastructure, motor vehicle fleet, relevant provider contracts, IT and reception services, and works in close partnership with leaders to support organisational performance, compliance and employee, client, visitor and stakeholder experiences.

This position works collaboratively with the WHS Advisor to ensure that all office locations and designated workplaces are safe. While accountability for compliance and risk management rests with the WHS Advisor, this position will liaise closely to implement safety measures and maintain safe workplace practices across all locations.

Key Responsibilities

Facilities & Maintenance

- Oversee day-to-day facilities operations, ensuring all offices, meeting spaces and common areas are functional, well-maintained, safe and professionally presented.
- Oversee the coordination and monitoring of regular maintenance, repairs, preventative maintenance and cleaning schedules, identifying opportunities to improve efficiency, presentation and cost-effectiveness.
- Lead office setup activities including new sites, relocations, space planning and reconfigurations, ensuring furniture and equipment layouts meet operational, ergonomic and WHS requirements.
- Act as the primary point of contact with landlords, building managers, tradespeople and facilities service providers, ensuring issues are escalated and resolved in a timely and effective manner.
- Maintain oversight of facilities-related risks, compliance obligations and improvement actions in collaboration with relevant stakeholders.

Furniture, Equipment & Office Setup

- Manage the procurement, setup and inventory of office furniture, fixtures, equipment and supplies to support employees' needs and service delivery.
- Oversee the installation, disposal, upgrade and replacement of office assets in line with organisational requirements, lifecycle planning and budget parameters.
- Maintain accurate and up-to-date asset registers, including records of office equipment, warranties, servicing and maintenance histories.
- Ensure office assets are fit for purpose, compliant with WHS and ergonomic standards, and aligned with organisational priorities.
- Identify opportunities to standardise, rationalise or improve office resources to support efficiency and cost effectiveness.

Contract & Vendor Management

- Oversee all office-related contracts and procurement arrangements, ensuring alignment with organisational needs, compliance and value for money.
- Lead supplier sourcing, evaluation, engagement and ongoing management in line with organisational policies and Delegations of Authority.
- Establish and manage contracts for office services, including cleaning, maintenance, utilities, security, equipment and leasing.
- Actively monitor supplier performance and Service Level Agreements (SLAs), addressing issues and driving continuous improvement.
- Maintain accurate, up-to-date registers of contracts, leases and supplier agreements, including renewals and key obligations.
- Partner with Finance to monitor expenditure, support invoice approval, manage budgets and identify efficiencies.

Motor Vehicle Fleet Management

- Oversee the organisation's motor vehicle fleet, ensuring vehicles are safe, compliant and fit for operational needs.
- Manage fleet procurement, leasing arrangements, registrations, insurance, servicing and repairs.
- Maintain accurate fleet records, usage logs and compliance documentation.
- Ensure policies relating to vehicle use, safety and driver responsibilities are implemented and understood.
- Monitor fleet costs and identify opportunities for optimisation and sustainability improvements.
- Coordinate incident reporting, insurance claims and repairs following vehicle incidents.

IT/ Phones

- Act as the main organisational contact point for the IT and data/phone service providers.
- Coordinate procurement, setup, maintenance and disposal of IT hardware, phones and peripherals.
- Support basic troubleshooting, user setup and referrals to specialist technical support where required.
- Maintain an up-to-date register of software licences, telecommunications accounts, renewals and subscriptions.
- Work with internal teams to implement system updates and optimise digital tools for workplace productivity.

Administration Team Leadership

- Lead the administration (reception) team, providing guidance, training and support as needed.
- Ensure reception is a welcoming first contact point for visitors, clients and partners across all office locations.
- Oversee rostering, training and performance of the administration team.
- Coordinate internal communications related to office operations, meeting room bookings and visitor access.
- Conduct performance evaluations, set performance goals and provide regular feedback.
- Foster a positive and client-focused culture among the team.

General

- Attendance at conferences/meetings/Bravehearts' functions where required;
- Meet and, where possible, exceed agreed personal key performance indicators;
- Participate performance development and review process;
- Participate in self-care activities;
- Work as part of a team to attain Bravehearts' Mission; and Vision
- All Bravehearts employees are considered mandatory reporters and are required by law to report suspected child abuse and neglect to the relevant authorities.
- Other tasks as required from time to time.

Qualifications & Experience:

- Tertiary qualification in Business Administration, Facilities Management, Office Management or related discipline (or equivalent experience). Desired but not essential
- Demonstrated experience in office or facilities management, preferably in an NFP or mission-driven environment.
- Demonstrated experience in managing vendors, contracts, procurement, budgets and workplace resources.
- Experience leading and developing teams, including reception / administration teams.
- Experience managing motor vehicle fleets, IT/telephone systems or office infrastructure is desirable.
- Knowledge of Australian WHS legislation and experience contributing to workplace safety practices.

Skills and Abilities:

- Strong operational leadership with the ability to coordinate multiple priorities, teams, and office functions effectively.
- Solutions-oriented, applying continuous improvement and systems thinking to optimise processes, resources, and workplace efficiency.
- Highly developed stakeholder engagement skills, able to collaborate with internal teams, vendors, and service providers to deliver results.
- Sound commercial judgement in managing vendors, contracts, procurement, and budgets to achieve value for money.
- Proven ability to lead and develop a small team, fostering accountability, professional standards, and a positive workplace culture.
- Strong project management skills, including planning, coordinating, tracking deliverables, and ensuring projects are delivered on time and within scope.

- Excellent problem-solving and decision-making skills, anticipating issues and implementing practical solutions.
- Proficient in workplace technology, including IT systems, telephony, and office software, with the ability to improve operational workflows.
- Knowledge of WHS legislation and the ability to support safe work practices across office, facilities, and fleet operations.
- Experience utilising technology platforms to record, monitor, manage and escalate compliance requirements.

I, _____ acknowledge that I have no past or pending convictions or allegations in relation to harming a child or acting inappropriately toward them nor have I ever deliberately harmed a child or acted inappropriately toward them. I will immediately inform my manager and or People and Culture of any new criminal allegations or charges made against me including but not limited to child sexual abuse or interpersonal violence during the course of my employment that would alter the outcome of the original National Police Check.

I have read, agree and understand my position description. I understand that any inappropriate behaviour towards children on my part may lead to me being stood down from my position, and any prosecution of child sexual abuse, or violence towards a person, whether at work or not, may lead to immediate termination of employment.

I declare that there is no medical or other condition which would stop me from undertaking the duties listed.

Signed: _____ Date: _____