

POSITION DESCRIPTION

Position Title: Secretariat Administrator

Organisation: ISANA

Employment Type: Part-Time (Contract)

Reports To: Secretariat PMO / Operations Lead

Location: Australia (Remote/Hybrid)

Organisational Context

ISANA is transitioning to a new operating model with a centralised Secretariat designed to improve coordination, governance, and member services.

This is a newly created role reflecting ISANAs transition to a more centralised and streamlined operational system. Processes, systems, and workflows will continue to be refined over time.

This role is ideal for candidates who:

- Are comfortable working within new and evolving systems
- Can provide structure while also adapting to change
- Are proactive, flexible, and solutions-focused during transition periods

The Secretariat Administrator will play a key role in stabilising day-to-day operations while supporting the organisation through this transition.

Position Purpose

The Secretariat Administrator provides administrative, governance, and membership support to ensure the efficient day-to-day operation of ISANA's Secretariat, with a strong focus on member services and organisational coordination.

Key Responsibilities

Membership Administration

- Manage the membership lifecycle, including registrations and renewals
- Maintain accurate records within the CRM system
- Coordinate member communications and engagement activities
- Support membership campaigns and reporting

Governance Support

- Coordinate Council meetings, including:
 - Agenda preparation
 - Distribution of papers

- Minute taking
- Maintain governance records and documentation
- Assist in preparing reports and policy documents

Administrative Support

- Provide general administrative support across ISANA operations
- Maintain document management systems
- Coordinate schedules, meetings, and communications
- Support internal coordination across teams

Financial Administration Support

- Assist with invoicing, payments, and financial tracking
- Support the Treasurer and PMO Lead in financial processes
- Maintain financial records using Xero
- Assist with reconciliation and reporting tasks

Event & Program Support

- Support the administrative delivery of:
 - Conferences
 - Professional development sessions
 - Webinars and events
- Manage registrations and attendee communications
- Assist with event logistics and coordination

Digital System Support

- Provide administrative support for:
 - CRM system
 - Event platform
 - Learning Management System (LMS)
- Manage data entry, reporting, and system updates
- Support user access and basic troubleshooting

Key Deliverables

- Accurate and up-to-date membership database
- Timely coordination of Council meetings and documentation

- Efficient administrative support across all functions
- Effective member communication and event coordination

Key Performance Indicators (KPIs)

- Accuracy and completeness of membership data
- Timeliness of governance documentation and meeting support
- Efficiency of administrative processes
- Member satisfaction and responsiveness
- Effectiveness of event registration and communications

Selection Criteria

Essential

- Demonstrated administrative experience
- Strong organisational and time management skills
- Experience working with CRM or database systems
- Ability to work effectively in changing or developing environments
- High attention to detail and accuracy
- Strong written and verbal communication skills
- Experience in membership-based or not-for-profit organisations

Desirable

- Familiarity with governance processes
- Basic financial administration experience
- Experience supporting organisational transition or change

Key Relationships

- Secretariat PMO / Operations Lead
- ISANA National Council
- Treasurer
- Members
- External service providers

Authority & Decision Making

- Responsible for day-to-day administrative decisions
- Works under the direction of the PMO Lead
- Escalates operational or governance issues as required

Work Conditions

- Part-time contract role
- Flexible working arrangements (remote/hybrid)
- Occasional support required outside standard hours during events