



POSITION TITLE:	Director Support & Operations Coordinator
DEPARTMENT:	Fundraising & Engagement
DATE:	July 2026
REPORTS TO:	Director of Fundraising & Engagement
FTE:	0.8 FTE
LOCATION:	Richmond, Melbourne (Hybrid)

CBM AUSTRALIA

CBM Australia is a Christian international development organisation with a focus on disability. We have more than 115 years' experience developing proven community-based programs that help millions of people with disabilities benefit from real and lasting change. We work alongside people with disabilities living in the world's poorest places to fight poverty and exclusion and transform lives.

ORGANISATIONAL VISION

An inclusive world in which all people with disabilities enjoy their human rights and achieve their full potential.

ORGANISATIONAL MISSION

CBM is fighting to end the cycle of poverty and disability.

GROUP/DEPARTMENTAL OBJECTIVE

Engage and mobilise the Australian public including CBM supporters through powerful storytelling, relationship building and partnerships with the sector, government and the community to generate vital income, support and action for our mission.

TRAVEL

Domestic travel is a requirement of this position from time to time, primarily to support in-person supporter events and related Fundraising and Engagement activity. This may include interstate travel, event set-up and pack-down requirements, and attendance at events outside ordinary office-based working patterns.

All travel must be undertaken in line with CBM Australia's travel, safety, security and safeguarding policies and procedures.

SAFEGUARDING OF CHILDREN AND VULNERABLE ADULTS

CBMA is committed to the protection and safety of all children and vulnerable adults that come into contact with our organisation and programs. All staff are required to understand and comply with CBM Australia's Safeguarding Policy and Prevention of Sexual Exploitation, Abuse and Harassment Policy, Code of Conduct and Safeguarding Behaviour Statement.

This role will involve CBMA representation at domestic events and may involve contact with children and vulnerable adults. A current Working with Children Check is required.



POSITION SUMMARY

The Director Support & Operations Coordinator, Fundraising & Engagement provides proactive, confidential and high-quality coordination support to the Director of Fundraising & Engagement.

The role exists to create capacity for the Director by supporting effective diary management, meeting preparation, priority coordination, stakeholder engagement, executive communications, travel, information flow and timely follow-through. This is a trusted enablement role requiring sound judgement, discretion, strong organisation and confidence working with senior stakeholders.

Working closely with the Director, the role brings clarity and consistency to the Director's operating rhythm, including meeting cadence, reporting cycles, Jira/action tracking, document management and key administrative processes, and plays a key role in establishing and maintaining clear, consistent and disciplined operating rhythms across the department.

The role also coordinates the planning and logistics of in-person and virtual supporter events, supporting well-organised, accessible and values-aligned engagement with CBM Australia supporters. Event responsibilities include practical planning, MC and speaker coordination, domestic travel and on-site logistics, supplier liaison, external relationship coordination and post-event review.

This position suits someone who enjoys being the organising force behind the scenes, brings calm judgement to competing priorities, and takes pride in helping senior leaders and teams focus on strategic, mission-critical work.

RESPONSIBLE FOR

This role is responsible for providing Director-centred coordination and enablement support across three connected areas: Director support, operational rhythm and supporter events.

- Providing proactive, confidential and high-quality coordination support to the Director of Fundraising & Engagement, including diary management, meeting coordination, travel, correspondence, executive communications, document preparation and administrative follow-through.
- Supporting the Director to manage competing priorities through forward planning, clear scheduling, early identification of clashes, preparation of key materials and protection of focused time for strategic work.
- Acting as a trusted coordination point for matters requiring the Director's attention, supporting clear information flow, timely responses and respectful stakeholder engagement.
- Coordinating the Director's operating rhythm, including agendas, papers, minutes, action tracking, reporting timelines, Jira visibility, and follow-up on agreed priorities.
- Supporting clear, consistent and disciplined operating rhythms across the Fundraising and Engagement department, including agreed meeting, reporting, planning and action-tracking practices.

- Maintaining clear and accessible systems, records and planning materials that support the Director's work and the effective operation of the Fundraising and Engagement function.
- Coordinating supporter event logistics, including online and in-person event planning, MC and speaker arrangements, venue and supplier liaison, domestic travel, accessibility considerations, on-site coordination and post-event review.
- Providing agreed administrative and finance support, including expenses, invoicing, reconciliations, inbox triage, registers and other core processes that support smooth day-to-day operations.
- Working collaboratively with internal and external stakeholders in a way that reflects CBM Australia's mission, values, safeguarding commitments and commitment to accessibility and inclusion.

REPORTS TO

Director of Fundraising & Engagement

SUPERVISES

Nil direct reports.

The role may coordinate suppliers, venues, speakers, MCs, agencies and other event-related stakeholders as part of supporter event delivery.

MAIN ACTIVITIES

1. Director support and executive-level coordination

- Provide proactive, confidential and high-quality support to the Director of Fundraising & Engagement, enabling focus on strategic, mission-driven and externally facing priorities.
- Manage the Director's diary, appointments, travel and commitments, supporting effective use of time through forward planning, prioritisation and clear scheduling.
- Coordinate meetings and engagements with internal and external stakeholders, integrating multiple availabilities, resolving clashes ahead of time and preparing the Director with relevant information.
- Hold and adjust diary items according to priority, protecting focused time for strategic work, preparation, stakeholder engagement and follow-through.
- Anticipate the Director's needs, respond quickly to changes and use sound judgement to manage competing priorities, urgent requests and stakeholder expectations.
- Prepare, coordinate and distribute high-quality meeting materials, including agendas, papers, briefings, presentations, correspondence and follow-up documentation.

- Provide meeting coordination for key Director-led forums, including agenda development, minute-taking, decision notes, action tracking and timely follow-up.
- Support executive communications for the Director, including drafting or coordinating updates, briefings, internal messages, speaking notes and other written materials as required.
- Maintain effective information flow for the Director, ensuring documents, decisions, actions and key references are organised, accessible and handled with appropriate confidentiality.
- Coordinate travel for the Director, including itineraries, accommodation, logistics and related administration.
- Act as a professional and values-led point of contact for matters requiring the Director's attention, supporting timely, respectful and well-judged communication.
- Build effective working relationships across CBM Australia to support collaboration, responsiveness and effective delivery of the Director's priorities.
- Support good document management and administrative discipline across the Director's working files, meeting materials, action registers and shared reference points.
- Apply discretion and professionalism when handling sensitive, confidential or time-critical matters.

2. Operational rhythm and enablement

- Support the Director's operating rhythm by coordinating agreed planning, reporting and follow-up cycles across Fundraising and Engagement.
- Help establish and maintain clear, consistent and disciplined operating rhythms across the department, including meeting cadence, reporting timelines, action tracking and shared ways of working.
- Track timelines, inputs and follow-up actions for agreed reporting cycles, providing the Director with visibility of progress, gaps and upcoming deadlines.
- Provide Jira and action-tracking support for Director-led and department priorities, including maintaining visibility of agreed actions, flagging overdue items and supporting consistent ways of working.
- Maintain a central source of truth for key Director and Fundraising and Engagement planning documents, reports, meeting papers and reference materials.
- Support clear information flow between the Director and relevant stakeholders, helping decisions, actions and priorities remain visible and well documented.
- Coordinate agendas, papers, minutes and action follow-up for agreed Director-led meetings and planning forums.

- Assist with onboarding and offboarding coordination for Fundraising and Engagement staff, in partnership with People & Culture and relevant managers, where required.
- Support practical improvements to templates, records and administrative processes that reduce friction and improve consistency.
- Help ensure key documents, actions and reference materials are organised, accessible and aligned to agreed ways of working.

3. Supporter events planning and logistics

- Coordinate logistics for online and in-person supporter events that support CBM Australia's supporter engagement and retention activity.
- Develop and maintain event plans, schedules, checklists, run sheets and briefing materials to support well-organised delivery.
- Coordinate MC and speaker arrangements, including briefing materials, timing, expectations, domestic travel logistics and follow-up.
- Liaise with event venues, suppliers, agencies and other external stakeholders to support smooth event delivery.
- Coordinate travel and accommodation associated with supporter events, including interstate travel where required.
- Provide on-site event coordination, including bump in, event-day logistics, stakeholder coordination and bump out.
- Support the delivery of supporter events in a way that reflects CBM Australia's values, accessibility commitments, safeguarding requirements and reputation.
- Coordinate post-event review processes, including supporter feedback, satisfaction insights, lessons learned and documentation for continuous improvement.
- Work collaboratively with fundraising, marketing, supporter relationships, digital and data colleagues so event logistics align with broader supporter engagement activity.

KEY SKILLS/QUALITIES

- Demonstrated experience in director support, senior coordination, operations coordination, administration or a similar role requiring strong judgement and follow-through.
- Strong diary management, scheduling and meeting coordination skills, including the ability to manage competing priorities and anticipate senior leader needs.
- Excellent planning, organisation and time management skills, with strong attention to detail.



- Sound judgement, discretion and professionalism when handling confidential information and senior stakeholder interactions.
- Strong written communication skills, including the ability to draft, format and coordinate clear communications, meeting materials, briefings and follow-up documentation.
- Demonstrated ability to manage multiple tasks simultaneously, set priorities and manage stakeholder expectations while working independently and collaboratively.
- Confidence working with digital tools such as Microsoft Teams, SharePoint and Jira or another project/action management platform.
- Demonstrated ability to coordinate event logistics, speakers, suppliers, domestic travel arrangements and on-site requirements in a calm, organised and values-aligned way.
- Strong relationship management skills, with the ability to work effectively across different levels of the organisation and with external stakeholders.
- Ability to maintain clear systems, records and document management practices.
- Comfortable working in a part-time role where prioritisation, communication and clarity of scope are important.
- Commitment to accessibility, inclusion, safeguarding and CBM Australia's values and mission.
- Enthusiasm for the mission of CBM Australia and alignment/comfort with being part of a faith-based organisation.

INTERNAL CONTACTS

- Director of Fundraising & Engagement
- Executive and senior leadership stakeholders, where required
- Key staff across CBM Australia involved in supporter engagement, events, reporting, communications, travel, systems and administration

EXTERNAL CONTACTS

- Supporters and event attendees, where required
- Event venues
- MCs, speakers and spokespeople
- Event suppliers and contractors
- Creative agencies, copywriters, designers and production partners
- Travel providers and accommodation providers
- Other external partners involved in supporter events, meetings, logistics and Fundraising and Engagement activity