

POSITION VACANT: Operations Support Officer

Are you inspired to tackle one of Australia's main drivers of environmental loss and extinction? We are looking for a reliable and technically competent person to oversee the systems that support a growing and dynamic remote workforce. Be a critical part of a national organisation that has a strong reputation for success in tackling one of the greatest threats to Australia's biodiversity – invasive species.

Position:	Operations Support Officer
Reports to:	Operations Manager
Basis:	Part-time 2.5 or 3 dpw (19-22.8 hours/week)
Location:	Katoomba office (NSW)
Duration:	Two-year contract, extension possible depending on performance and funding
Salary range:	\$75,000-\$82,000 pro rata (\$37.96-\$41.50 per hour) plus super, depending on skills and experience. Salary packaging, 1 week pro-rata paid study or field work leave, plus three days bonus ex-gratia leave Christmas/New Year are part of the package.

About the role

The Operations Support Officer is a pivotal role responsible for the seamless execution of administrative and operational functions at the Invasive Species Council (ISC). This role ensures that our decentralised (Australia wide) team has the systems, tools, and support necessary to focus on our mission of protecting the Australian environment.

This position works closely with a second part-time Operations Officer, the EA to the CEO, Database Officer and Bookkeeper.

ISC recognises the importance of family-friendly work arrangements. To support this, we offer flexible working hours designed to accommodate school and childcare commitments. Alternative or reduced work hours may be considered for the right candidate.

Key Responsibilities

Systems & Digital Excellence

- Establish, maintain, and audit digital systems to support an efficient and safe remote/hybrid work environment.
- Implement and manage cloud-based document management protocols.
- Provide basic troubleshooting and internal training for core software and hardware.
- Explore and implement AI-driven automation to streamline repetitive administrative tasks.

Stakeholder & Public Engagement

- Oversee responses to public inquiries and ensure a high standard of professional communication.
- Manage donation receipting, acknowledgments, and donor care workflows in CiviCRM.

- Manage incoming correspondence (email and post)
- Coordinate internal meetings, team retreats and culture-building events.

Financial & Regulatory Support

- Manage accounts payable/receivable processes via Xero, including expense claims and insurance renewals.
- Support the Operations Manager in maintaining ACNC compliance, fundraising licenses and incorporation requirements.
- Monitor and implement workplace obligations and reporting requirements.

People & Culture

- Support the end-to-end recruitment and induction cycle for new staff and contractors.
- Recruit, onboard and supervise administration volunteers, ensuring their work is meaningful and aligned with ISC goals.
- Proactively foster a positive, fun and value-driven team culture.

Other:

- Promote the work, positions and strategic directions of ISC.
- Adhere to ISC policies and procedures and ensure adherence by staff, contractors and volunteers.
- Attend staff meetings and training.
- Proactively contribute to a positive, collaborative and values driven culture with the team and organisation.
- Practice and promote appropriate self-care and collaboration at an individual, team and organisation-wide level.
- Celebrate ISC's contribution to the environment and all Australians.
- Other duties as determined by the Operations Manager from time to time.

Selection Criteria

Essential:

- **Senior Administrative Experience:** Proven experience in a high-level administrative or operations role, preferably within the NFP sector.
- **Digital Fluency:** Proficiency in cloud-based ecosystems such as Google Workspace, Xero, CiviCRM and Mailchimp.
- **Autonomous Project Management:** Demonstrated ability to manage competing priorities and lead process improvements without close supervision.
- **Exceptional Communication:** High-level interpersonal skills with the ability to liaise with diverse stakeholders, from donors to government bodies.
- **Adaptability:** Ability to thrive in a decentralised, fast-paced environment.
- **Confidentiality:** Consistently maintain the highest level of confidentiality regarding sensitive information including financial and HR matters.

Desirable:

- Qualifications in Business Administration or 5+ years experience in a similar role.
- Experience in supervising staff or volunteers, with a focus on mentoring and performance support.

- A passion for environmental conservation and an understanding of invasive species issues in Australia.
- Experience in AI and Cybersecurity best practices.

Location

The position is to be based at the Katoomba office. Working from home may be available at times.

Applications

Please send a resume with at least two referees and a statement explaining how you meet each of the selection criteria to recruitment@invasives.org.au. Applications that do not directly address each criterion will not be accepted.

Applicants must possess full working rights in Australia to be eligible for appointment. A current National Police Check (NPC) will be required and a Working With Vulnerable Persons Check (WWVP) may be required.

Invasive Species Council is an equal opportunity employer. Aboriginal and Torres Strait Islander people, people from culturally diverse backgrounds and people with disabilities are encouraged to apply.

Applications close: 11:59 pm Sunday 8 February 2026.

Applications will be reviewed continuously and interviews will be arranged as shortlisted applications are received. We strongly encourage you to apply early.

Further information

Contact Ainslie Fisher, Operations Manager ainslief@invasives.org.au for specific information about the role.

About the Invasive Species Council

The Invasive Species Council aims to tackle some of our most challenging invasive species threats and drives systemic reform to Australia's biosecurity system and environmental laws.

Our team values are:

- We are relentless in pursuing outcomes and having impact.
- We are not scared to fail and learn from the experience.
- We are collaborative, resourceful and take initiative.
- We are all responsible for a healthy team culture.
- We are connected to and speak up for nature.
- Integrity is not negotiable

You will be joining a dynamic team that advocates for nature, is committed to science, is fearless and persistent and is collaborative with first Australians.

The Invasive Species Council is a non-government, donor-funded organisation that seeks to build a stronger, more collaborative biosecurity system that reduces the threat of invasive species to nature in Australia.

Invasive species have been the major cause of Australian animal extinctions since colonisation, and their threat is escalating as more invaders arrive, spread and interact with other threats. More effective prevention, eradication and control of invasive species is essential for the survival and recovery of thousands of threatened and declining species.

Formed in 2002, the Invasive Species Council is Australia's only environmental organisation dedicated to strategically tackling this issue and has made numerous interventions that have reduced the environmental impacts from invasive species.

The Invasive Species Council has made numerous interventions to reduce the environmental impacts from invasive species. Over recent years we:

- played a major role in the establishment of the national Office of Environmental Biosecurity.
- secured \$100 million threat of highly pathogenic avian influenza.
- secured over \$1 billion for the national red fire ant eradication program.
- secured \$25 million to eradicate yellow crazy ants from Cairns and Townsville.
- led efforts to recognise the national threat from expanding feral deer populations.
- jointly conducted ground-breaking research to identify harmful invasive insects that could establish in Australia.
- co-hosted the Australian Biosecurity Symposium since 2019.
- drove the Reclaim Kosci campaign that has seen reductions in feral horses in Kosciuszko National Park.

Our 2022-2030 Strategic Plan can be found here: <https://invasives.org.au/about-us/strategic-plan/>

More details about all our campaigns can be found on our website: <https://invasives.org.au/>