

Position Title	Operations Assistant
Contract Term	Fixed-term contract: September to 31 December 2026, with a possible option to extend.
FTE	Long Term Personnel position. Full-time (1.0 FTE)
Position Location	Adelaide, South Australia Home-based (Australia), with occasional interstate travel in Australia as required.
Reports To	Head of Operations
Purpose	The purpose of this role is to provide operational, administrative and logistical support to Development Pathways programs.
Summary	The Operations Assistant supports the daily operations function through administration, logistics and information management tasks. The role provides timely and effective project service support, and ensures corporate and program systems, policies and procedures are implemented effectively, and works as part of a collaborative team of Operations and Program Management professionals.
Job Specification	Key responsibilities include: Under the direction and supervision of the Head of Operations, the Operations Assistant will support a range of administrative, operational, logistical and financial tasks to assist the effective functioning of the team. Responsibilities include: Administrative, operational and logistical support • Support program logistics under direction, including booking travel, securing event venues, arranging visas, transport and accommodation, and supporting mobilisation/demobilisation activities. • Ensure all pre-deployment documents and briefings are completed, collected, and filed on SharePoint in a timely and accurate manner. • Assist with administrative tasks related to procurement and contracting processes, including documentation and filing. • Support the onboarding process for new personnel by preparing induction materials and assisting with access and logistics.

	• Arrange internal and external meetings as directed, and provide administrative support such as preparing agendas, taking minutes, tracking action items, and distributing meeting documentation. • Provide administrative support to emergency response teams, as requested. • Maintain accurate and up-to-date records, registers, and filing systems, in accordance with established procedures. • Monitor team inboxes, flagging and forwarding correspondence for follow-up and action, as required. • Contribute feedback on administrative and operational tools and processes to support continuous improvement, and assist in drafting standard operating procedures, guidance notes and templates, under supervision. • Provide administrative support in relation to health, safety and security processes, including recording and escalating submitted incident reports as instructed. • Support personnel with basic IT troubleshooting and log technical issues with ICT teams or external service providers as needed. • Communicate website content updates by preparing information, as directed. • Undertake basic research tasks, as assigned. • Perform other administrative duties as reasonably directed by the Head of Operations. Support efficient finance administration processes and systems • Assist personnel in completing administrative requirements for timesheets, per diem advances, and travel acquittals, and act as a point of contact for timesheet and payment tracking. • Support the procurement of office supplies and other minor assets by preparing purchase requests and maintaining the Asset Register, including inventory control and basic stock checks. • Carry out finance-related administrative tasks such as checking invoices, coding expenses, obtaining approvals, following up on documentation, and filing finance records in line with month-end timelines. • Assist in preparing monthly debit card forecasts and reconciling transactions at month end. • Perform other finance and administration support tasks as required. Contribute to a positive and high achieving organisational culture and contribute to teamwork • Contribute to an open organisation and sharing knowledge and ideas to ensure continuous improvement in administration and logistics. • Build constructive and effective relationships with program partners, team members and consultants. • Engage in forums for effective communication and knowledge sharing. • Always display professional behaviours.
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	Actively promote and enact the Development Pathways values and culture.
Child Protection	Development Pathways is committed to protecting the rights of children. All necessary screening will be undertaken to ensure a child-safe environment.
Gender Equality, Disability & Social Inclusion	Development Pathways is committed to technical excellence in gender equality and our team will work closely with our partners to ensure a context-specific and consistent approach is applied to all our programs to improve the livelihoods of the world's most marginalised groups.
Preventing Sexual Exploitation, Abuse and Harassment	Development Pathways is committed to respectful workplaces and does not tolerate sexual exploitation, abuse or harassment of any kind.
Key Selection Criteria	Essential safeguarding This appointment is subject to the preferred candidate successfully obtaining and maintaining, throughout the contract term, a favourable Australian National Police Check(s) (or equivalent), and any other necessary security checks. Development Pathways reserve the right to conduct other screening procedures, as required. This appointment is subject to the successful candidate undertaking and passing travel medical clearances for work-related international travel. The successful candidate will be required to comply with DFAT policies and guidance as identified on the DFAT website: http://dfat.gov.au/aid/australias-development-program and all Development Pathways safeguard policies. Essential experience 1. Ability to independently plan and execute complex tasks, while also achieving daily deliverables on time, and remaining organised and focused. 2. Ability to assess problems, develop solutions and communicate progress. 3. Excellent inter-personal communication skills and excellent organisation skills. 4. Experience in, or ability to learn, delivering timely and accurate logistics and administration support. 5. Experience in, or ability to learn, booking travel and accommodation domestically and internationally. 6. Experience in, or ability to learn, finance administration tasks, including the coding of invoices, checking invoices for accuracy and obtaining appropriate approvals. 7. Experience in, or ability to learn, supporting recruitment and contracting activities.

	Desired experience 1. Relevant tertiary qualifications in business, law, project management, finance, administration, or a similar discipline. For the right candidate, Development Pathways will consider secondary school education (minimum) with a strong training development plan put in place. 2. Experience working in an office environment, and/or on DFAT funded international development programs. Key competencies / qualities 1. Exceptional verbal and written communication skills. 2. Clerical or administrative support skills. 3. Excellent time management. 4. Excellent knowledge and experience with Windows, Word, Excel, PowerPoint, Teams and other videoconferencing software. Experience with Smartsheet is favourable. 5. Resilience, agility and an ability to adapt to change and ambiguity in a fast-changing operating environment. 6. Ability to contribute to a one team ethos, developing positive relationships internally and externally. 7. Ability to work effectively both independently and as part of a team in a remote working context, and to work cooperatively and respectfully with a range of internal and external stakeholders including in cross-cultural contexts.
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