



CREATE Foundation Role Profile

Position title	Project and Administration Officer
Reports to	Business Administration Manager
Location	Sydney (Parramatta) NSW or Brisbane QLD (Hybrid with WFH)
Salary Range	SCHADS level 4 (\$88,090 - \$94,788) + superannuation + salary sacrifice
Hours	Full Time (38 hours/week)
Contract Type	Fixed-Term Contract to 31 December 2026

Position Statement

About CREATE

CREATE Foundation is a systems advocate and a national consumer body representing children and young people with an out-of-home care experience. CREATE is an organisation that is mission driven, adaptive and creative in responding to the emergent needs and aspirations of children and young people.

Primary Purpose of the Position

To provide high-level administrative support to the organisation and project support across priority projects. These include two key projects of national significance for CREATE: the implementation of a new Customer Relationship Management (CRM) system, and the planning and delivery of CREATE's National Conference.

This role will support cross-team coordination, data accuracy, and process improvements during the CRM implementation, while also providing key administrative and operational support for the National Conference, including coordinating registrations, managing grant processes for children and young people, supporting the project team through secretariat duties, and assisting with general coordination tasks aligned to the event project plan.

The role requires excellent administrative and organisational skills, attention to detail, initiative, and the ability to work autonomously in a fast-paced environment. Strong communication, time management and technical capability are essential, along with a proactive, solutions-focused approach.

Position Description

Key Areas of Responsibility

- Support the transition to CREATE's new Customer Relationship Management (CRM) system by coordinating project activities, tracking progress, supporting the CRM Working Group, and

- assisting with data cleansing and migration from the existing database.
- Provide coordination and administrative support for CREATE's National Conference, including managing delegate registrations, assisting with event communications, and providing secretariat support for committee meetings.
- Lead the coordination of the Young Person Grants Program for the Conference, including reviewing grant materials, liaising with young people and carers, working closely with State Program and Engagement Coordinators and Finance, and managing all related logistics and documentation.
- Assist in managing and maintaining national clubCREATE membership administration, including processing new member applications, responding to enquiries, updating records, monitoring returned mail (RTS), ensuring data quality, and supporting member engagement and communication to ensure children and young people feel welcomed, supported and valued.
- Undertake general administrative tasks including preparing agendas, taking minutes, drafting correspondence, scheduling meetings, managing shared inboxes, reviewing and improving internal forms and processes, coordinating tasks that require inputs across teams, and contributing to cross-team projects as required.
- Support the CEO with calendar scheduling, managing the CEO inbox, secretariat duties for key meetings, coordinating reports and communications, drafting correspondence, and event planning as needed.
- Other duties as assigned.

Key Result Areas

- Internal and external communication is timely, accurate, and professional, supporting strong relationships and effective project coordination.
- CREATE's database and CRM systems are maintained with a high level of accuracy, including data entry, cleansing, extraction, and reporting tasks completed on schedule with well-organised and reliable outputs.
- clubCREATE administrative functions (including member communications, data management, registrations, and member processes) are delivered efficiently, on time, and within budget.
- Young Person Conference Grants are managed with care and precision, ensuring smooth coordination with internal teams, accurate documentation, and a positive experience for all recipients.
- Confidentiality and privacy of all member and stakeholder information is upheld in line with CREATE's policies and relevant legislation.
- General administrative support is carried out promptly and to a high standard, including secretariat support, meeting preparation, and document coordination.
- Workflow is maintained through strong autonomy, initiative, and problem-solving, with a proactive and solutions-focused approach to challenges and competing priorities.
- Positive relationships and feedback from internal and external stakeholders.

Reporting

This position reports directly to the National Business Administration Manager.

Financial Management

This role does not have delegated financial authority, but will assist in the administration of grants and tracking related documentation.

Key Relationships

Internal

- Executive Team
 - CEO
 - National Finance and People Director
 - National Marketing and Communications Manager
 - National Operations Manager
 - National Advocacy Director
- State Program and Engagement Coordinators
- CRM Working Group
- Conference Committee

External

- clubCREATE members, their carers and case workers
- CRM vendor as required for CRM rollout
- CREATE IT provider
- National conference stakeholders

Organisational citizenship and teamwork

- Demonstrate an active commitment to the CREATE Mission, Vision, and Core Principles.
- Actively seek to understand, represent and support CREATE's vision and company position to all stakeholders, internally and externally.
- Act in the interests of CREATE by understanding, representing and supporting the organisation's vision and policy positions positively to all stakeholders, and liaising with stakeholders in a professional, respectful and constructive manner.
- Interpret, implement, and adhere to organisational policies and procedures.
- Actively contribute to an environment of personal and physical safety for all staff, visitors, and young people (incorporating company guidelines including OHS, discrimination and harassment, etc.)
- Act with a high level of integrity, at all times, including through complying with organisational policies, and protecting the privacy and confidentiality of information as required by law and policy.
- Support knowledge transfer and information sharing between relevant staff and business areas, and ensure good record keeping practices.
- Participate in national CREATE initiatives, projects and events.

Selection Criteria

Please address the below Selection Criteria and forward with your Cover Letter and CV/Resume. Your cover letter, including responses to selection criteria, should not exceed two pages.

Essential Criteria

1. Demonstrated high-level administration skills and experience in a similar support or coordination role.
2. Advanced computer literacy, with proficiency in Microsoft Office programs, particularly Excel, Word and Teams.
3. Excellent written and verbal communication skills, with a high level of attention to detail.
4. Demonstrated ability to develop and sustain strong internal and external stakeholder relationships and work productively across multidisciplinary team environments.

5. Strong time management and organisational skills, with the ability to manage competing deadlines in a fast-paced environment.
6. Proven ability to work independently, take initiative, follow instructions, and proactively resolve issues.
7. Demonstrated ability to work in a cross-cultural context, and ability to work respectfully with Aboriginal and Torres Strait Islander peoples.
8. Ability to work in line with the National Principles for Child Safe Organisations. Ability to work in alignment with CREATE's organisational values, particularly the prioritisation of child rights, voice and safety.

Additional Requirements

9. Successful Security Checks, including holding a valid Working with Children Check (or equivalent), or be willing to obtain one as required by relevant state/territory legislation.
10. Must have the right to work in Australia. Proof of Australian Citizenship or Permanent Residency will be required.

Desirable Criteria

1. Experience in data entry and data management.
2. Experience using Customer Relationship Management (CRM) systems.
3. Experience supporting large-scale projects or events.
4. Experience working in a not-for-profit or community organisation.
5. An understanding of the out-of-home care system in Australia.