

The Babes Project Australia

Position Description: General Admin & Front Desk Volunteer

The Babes Project is seeking passionate and capable volunteers to join our growing team. As we continue to strengthen our programs, expand our reach, and build sustainable impact, we're looking for committed team players who bring energy, organisation, and heart to the work we do. Admin team volunteers contribute a minimum of 4-6 hours per week (or fortnight if needed) and play a vital role in supporting our mission.

This is your opportunity to be part of a rewarding and purpose-driven environment where your time and skills will help empower vulnerable women and their families across Australia.

Location: Frankston or Croydon

Hours: Minimum 4-6 hours per week on a Monday, Tuesday or Wednesday

Purpose

The General Administration Volunteer role plays a welcoming and essential role in the daily operations of The Babes Project. Based at our Frankston site, this team member is often the first point of contact for women, families, volunteers, donors, and community partners helping create a calm, respectful, and supportive environment from the moment someone connects with us.

Working closely with and accountable to the Office Manager, this role supports the smooth running of our organisation through reliable administrative support, front desk coordination, and practical assistance to staff.

Key Responsibilities

Front Desk & First Point of Contact

- Welcome visitors to The Babes Project with warmth & professionalism.
- Answer phones and respond to general enquiries, directing calls and messages to the appropriate team members.
- Support women and families by providing clear information and helping them feel safe, seen, and supported when they arrive.
- Maintain a tidy, calm, and welcoming reception and shared admin spaces.

General Administration Support

- Provide day-to-day administrative support to the Office Manager and broader staff team.
- Assist with tasks such as data entry, filing, binding, scanning, photocopying, printing, and document preparation.

- Support appointment coordination, basic record-keeping, and internal communications as directed.
- Assist with preparation for programs, meetings, or small events when required.

Supporting Staff & Community Connection

- Provide practical, behind-the-scenes support to the Senior Management Team and Staff
- Help connect with the wider Babes community, including volunteers, supporters, and partners, in a friendly and professional manner.
- Support ad-hoc admin or organisational tasks as needed.

Values, Safety & Communication

- Communicate proactively with the Office Manager or COO regarding any concerns, incidents, safety issues, or support needs.
- Uphold confidentiality, boundaries, and professional standards at all times.
- Champion The Babes Project's values by engaging with women, families, volunteers, and staff in a respectful, compassionate, and non-judgemental way.

Experience / Skill Requirements

We're looking for 1-2 individuals to fill this role - they should be someone who brings warmth, reliability, and professionalism, and who enjoys being a helpful presence in a busy, people-focused environment.

- Friendly, approachable, and confident communicating with a wide range of people.
- Comfortable being the first point of contact and representing The Babes Project.
- Strong organisational skills and attention to detail.
- Basic computer and administrative skills (training provided).
- A genuine commitment to supporting vulnerable women and their babies in a safe and dignified way.
- A mature and calm approach to problem-solving and decision-making.
- The ability to work independently while taking direction - who also values collaboration and teamwork.
- Physical ability to sit or stand for periods over 30 minutes, climb stairs, and occasionally lift or carry items up to 10kg.
- A non-judgmental, compassionate approach, with an understanding of the sensitive and complex situations faced by the women and families we support.
- A commitment to confidentiality and professional boundaries, with respect for client privacy and organisational intellectual property.

Additional Skills We'd Love to Hear About

While not essential to the role, we'd love to hear from applicants who bring additional professional skills or experience that could strengthen the work of The Babes Project. Depending on your experience, interests and our current needs, there may be opportunities to contribute in areas such as:

- Policy writing and development, including reviewing or updating organisational policies and procedures.
 - Grant writing, including researching funding opportunities and assisting with grant applications or acquittals.
 - Human Resources, including recruitment, onboarding, volunteer support, documentation or general HR administration.
 - Social media, including content creation, scheduling and supporting our online presence.
 - Communications and PR, including writing, editing, media support, storytelling and promotional communications.
 - Donor support and fundraising administration, including donor communications, database support, acknowledgements and helping us care well for our supporter community.
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Our commitment to Child Safety

The Babes Project is committed to operating as a child safe organisation. We seek to protect children in everything we do, creating safe spaces for children and families, where young people are valued, respected and empowered. We do not tolerate any behaviour which constitutes grooming or child abuse. We are committed to the cultural safety of Aboriginal and Torres Strait Islander children and children from culturally and/or linguistically diverse backgrounds. We will also provide a safe and respectful environment for children with a disability and children who identify as LGBTQIA+. In summary, we work to ensure all individuals are treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality or religion.