



Volunteer Role: Operations Manager, *HopeNest*

Location: Ideally Sydney, Australia based / Remote (with occasional in-person meetings in Sydney, if local)

Commitment: 10–15 hours per week (flexible schedule)

Type: Volunteer Leadership Role

Reports to: Founder & Managing Director, *HopeNest* (Tatiana Salazar)

About HopeNest

HopeNest is an Australian-registered humanitarian NGO devoted to healing and restoring the lives of children affected by war and displacement.

We work across three core areas:

1. **Trauma Recovery** - emotional and psychological healing programs.
2. **Essential Aid & Education** - helping families rebuild stability.
3. **Treatment Pathways** - coordinating international medical evacuations and long-term rehabilitation for war-injured children.

HopeNest currently operates across Gaza, Egypt, Europe and Australia, with a growing team of volunteer country representatives, medical partners, and compassionate supporters.

The Role

The Operations Director will play a vital role in helping *HopeNest* move from a founder-led model to a growing, sustainable organisation.

You'll oversee daily operations, coordinate volunteers and projects, and ensure *HopeNest's* humanitarian activities run smoothly and efficiently.

This role suits someone with strong organisational skills who wants to make tangible impact in children's lives - bringing structure, systems, and heart to a fast-growing mission.

Key Responsibilities

Finance and Compliance

- Banking and Payroll: Bookkeeping, super, tax, monthly payroll, leave.
- Compliance: Maintaining ACNC Registration, ensuring insurance is up to date.
- HR: Work with the Board to ensure staff contracts, position descriptions, HR policies are up to date.

Supporter Engagement

- Managing Enquiries: Responding to new enquiry emails
- Donor Relations: Managing recurring donations, resolving failed payments, and improving donor experience.
- Volunteer management: Coordinating with volunteers on a per-project basis, integrating them into our processes.

Project Management

- Project Oversight: Maintain oversight of all ongoing projects, identifying resource constraints and assigning tasks to team and volunteers.
- Developing strategy: Support the development of project and organisational strategies that have clear outcomes aligned with our purpose.
- Team management: Keeping the team on track with tasks and deliverables.
- Reporting: Measuring the effectiveness of our projects in achieving outcomes.

Desired Skills & Experience

- Operations background (preferably in NGOs, healthcare, community services, or project management).
- Excellent organisational and communication skills.
- Ability to manage volunteers, prioritise tasks, and implement systems.
- Empathetic, culturally aware, and comfortable working in a humanitarian context.
- Familiarity with charity compliance or international NGO coordination (advantageous but not required).

You'll Thrive in This Role If You

- Have a heart for children and humanitarian impact.
- Enjoy bringing order, clarity, and efficiency to purpose-driven work.
- Want to contribute your professional experience to a meaningful cause.
- Are comfortable working autonomously and collaboratively in a dynamic environment.

What HopeNest Offers

- An opportunity to shape and scale a growing humanitarian organisation.
- Mentorship and collaboration directly with the Founder and Board.
- Recognition on *HopeNest's* official channels and certification of service.
- Flexibility to work remotely, with autonomy and creative input.
- Potential pathway to a paid position as the organisation grows.

How to Apply

Send a brief expression of interest (1 page or less) outlining your background, relevant experience, and what draws you to *HopeNest* to:



admin@hopenestngo.org

Subject: Operations Manager Application – [Your Name]