

A New Approach (ANA)

Role: Officer, Operations

Reports to: Director of Operations & Impact

Hours: Part-time, 30 hours/week

Duration: Ongoing (contingent on funding)

Salary: \$83,150 - \$105,324, plus superannuation pro-rata

Commencing: September/October 2026

Location: Canberra ACT/Remote/National

Applications close: 5.00pm AEDT, Sunday 13 September 2026

The Role

The Operations Officer is a hybrid role bridging technical infrastructure and business operations. This position oversees the deployment, maintenance, and scaling of operations systems and AI applications, ensuring they integrate into annual program delivery, daily workflows, drive organisational productivity, and comply with ethical data standards. The position assists, improves and enables the processes and systems used by all staff in the delivery of ANA's purpose of promoting and advancing the positive effects of arts, culture and creative activity in contemporary Australian society.

The Offer

Join a friendly, engaged and skilled team who work across policy, research, engagement and operations to make evident the relevance, impact and opportunities of arts and culture in Australia. ANA is a contemporary, inclusive workplace with staff based in Canberra and across Australia. ANA offers all staff flexible working arrangements as well as regular R&R leave and a quarterly cultural allowance. ANA invests in its staff and celebrates their success both professionally and personally.

About A New Approach (ANA)

A New Approach (ANA) is Australia's national arts and culture think tank. We work to secure evidence-led policy settings that position culture and creativity as core drivers of national advantage and flourishing people. We do this because the evidence shows that culture and creativity have a direct, transformative impact on people and communities. They are the foundations of Australia's economic resilience, social cohesion, productivity and global competitiveness.

Yet Australia's public policy settings remain inadequate to the scale of opportunity and challenge ahead. Policy matters. It directly affects whether our communities have access to creative opportunities, and it shapes the environment in which our cultural organisations and creators thrive or struggle. Good policy delivers cultural, economic and social returns.

Let's ensure Australia has the evidence, confidence and commitment we need to achieve an arts and culture system that delivers for all Australians, wherever they are and wherever they live. This is how Australia will secure its place as a cultural powerhouse whose creativity is locally loved, nationally valued and globally influential.

Contact

Find

Key Responsibilities

- Constructively plan, enable and improve all processes, systems and platforms used by staff in partnership with the Director of Operations & Impact. In particular, we are looking for software expertise in Asana, Google suite, Microsoft suite, Adobe programs and research specific AI tools like co-pilot and Gemini.
- Establish, enforce, and maintain internal AI usage and lifecycle management policies and procedures.
- Ensure all business systems adhere to privacy laws, data protection regulations, and evolving AI-specific legislation.
- Assist operational and training procedures and other relevant resources that enable staff to deliver targeted program outputs.
- Assist in the collection and reporting for ANA's operations and systems on a monthly, quarterly and annual basis in collaboration with the Director of Operations & Impact.
- Be available to provide all staff with administrative and logistical support.
- Support the delivery of change management processes based on a pluralist and inclusive mindset.
- Respond to administrative tasks and contribute to a positive and caring organisational culture.

Selection Criteria

Essential criteria

- Qualification in business management, systems management, artificial intelligence or equivalent experience working within operations, systems or project management
- Experience in providing high-level systems advice in relation to productivity, automation and customisation
- Ability to produce high quality internal operations policy and procedure documents
- Demonstrated experience streamlining administrative workflows to increase internal efficiency and reduce costs

Desirable criteria

- Experience in some of the following sectors: government, cultural and creative industries, philanthropy and for-purpose/social impact
- Knowledge of arts and cultural organisations in Australia
- Experience in small team environments

Other competencies and attributes

- An understanding of, and commitment to, the non-partisan nature of ANA's work
- Ability to pay close attention to detail in a dynamic environment
- Well-organised and anticipates next steps
- A collaborative, non-territorial style, to achieve outcomes
- Bias for quality and action, with a focus on completion

Additional Information

ANA is based in Canberra, ACT but is open to flexible, remote, and/or shared workload in other locations for a suitable applicant. ANA is an equal opportunity employer committed to diversity and inclusion in the workplace. ANA welcomes applications from First Nations peoples, all cultural and linguistic backgrounds, all genders and people with disabilities.

Submit an application by 5.00pm AEDT, Sunday 13 September 2026

To apply, please submit a CV and two-page covering note addressing the selection criteria and outlining your experience, skills, attributes and competencies for this role via the [form on our website](#). For further information contact Aakanksha Sidhu via email at aakanksha.sidhu@newapproach.org.au.