

Operations Lead

Reports to: TEDxMelbourne Leadership Team

Location: Hybrid (Majority remote/WFH, with occasional in-person meetings required in Melbourne CBD)

Type: Volunteer, approx. 3–5 hours per week (with the option to attend/volunteer on event days 1-2x a year also)

Role Overview

TEDx Melbourne is seeking an experienced operations and people leader who thrives in fast-moving, community-driven environments. The Operation Leads is the engine behind our volunteer ecosystem – building structure, enabling people, and making sure that on event day, everything runs like clockwork. The ideal candidate brings a proven track record in operational leadership, strong interpersonal skills, and practical experience in events or community-based organisations.

Key Responsibilities

As Operations Lead, you will:

- Oversee the full volunteer lifecycle, from call-outs and interviews through to onboarding, ongoing development, and retention across all functional areas of TEDxMelbourne.
- Design and maintain volunteer processes and job descriptions that keep the team aligned and accountable year-round.
- Coordinate weekly team meetings, including co-ordinating agendas with Licensee and Team Leads, facilitating discussions, and following up on actions and tasks distributed across the team.
- Facilitate regular check-ins and async updates to ensure clarity and momentum across the volunteer group.
- Coordinate all on-the-day volunteers to deliver seamless event experiences.
- Collaborate with leads across curation, marketing, partnerships, and production to integrate operational support across all workstreams.
- Track volunteer capacity, satisfaction, and attrition, surfacing insights to leadership to inform future planning.

- Foster a positive, inclusive, and high-performing volunteer environment that reflects TEDxMelbourne's values and community spirit.

Skills & Experience Required

We're looking for someone who is:

- Experienced in operations leadership, ideally with 5+ years in event management, community organisations, or a related field, with a demonstrated ability to lead teams through complexity.
- A natural people leader who builds trust quickly, communicates with clarity, and brings out the best in volunteers and colleagues alike.
- Highly organised, with strong attention to detail, the ability to manage multiple priorities, and a knack for creating structure where there is none.
- A collaborative problem-solver who is calm under pressure, proactive in identifying issues, and generous in involving others to find solutions.
- Comfortable with digital tools, including project management and communication platforms (Notion, Slack, or similar is a bonus).
- Mission-driven, with a genuine belief in the power of ideas and community.
- Comfortable working in a volunteer capacity, dedicating 3–5 hours **per week** to this meaningful role.

Why join us?

- The opportunity to contribute your expertise to an influential, globally recognised organisation.
- A supportive, values-driven community that celebrates creativity, innovation, meaningful conversations and impact.
- The chance to help develop the culture, energy and focus of volunteers and key stakeholders that is uplifting, inclusive and rewarding of TEDxMelbourne's events and initiatives.
- Entry and backstage pass to all TEDxMelbourne events

About TEDxMelbourne

TEDxMelbourne is part of the global TEDx community, dedicated to showcasing “ideas worth spreading.” We are a dynamic, purpose-driven organisation that brings together volunteers, thought leaders, creators and community members to deliver high-impact events and initiatives. Our team thrives on creativity, collaboration and a shared commitment to making meaningful change.