

POSITION DESCRIPTION

Job title:	Program Support Officer, Reconciliation Action Plan (RAP) Program
Reporting to:	RAP Program Manager
Classification level:	RA Level 3
Salary range:	\$60,000 - \$65,000 per annum plus superannuation
Term:	Full-time, fixed-term until 30 June 2024
Reviewed:	October 2022

ORGANISATIONAL OVERVIEW

Reconciliation Australia is an independent, national, not-for-profit organisation promoting and facilitating reconciliation by building relationships, respect and trust between the wider Australian community and Aboriginal and Torres Strait Islander peoples. Our vision is for a just, equitable and reconciled Australia.

POSITION PURPOSE

The RAP Program Support Officer supports the activities of the RAP Program and is the first point of contact for all public, phone and email enquiries. The RAP Program Support Officer will have a strong customer service focus, provide support to the RAP Program and will manage the day-to-day communication, appointments and administrative functions of the RAP Program.

DUTIES

Communication and Collaboration	<ul style="list-style-type: none"> • Respond to and identify appropriate points for referral for all email and phone enquiries from stakeholders and the public. • Provide highly effective and accurate administrative support, including handling all basic correspondence, phone enquiries and emails. • Oversee the formal endorsement process for all RAPs, on behalf of the broader team. • Assist in the preparation of presentations, reports and papers. • Work closely with the team to receive and manage speaker requests. • Coordinate and organise RAP team meetings.
Database Management	<ul style="list-style-type: none"> • Maintain accurate records in the RAP (Salesforce) database, including: <ul style="list-style-type: none"> ○ Maintain records for enquires and cases in database logs. ○ Appropriately assign responsibility for specific tasks and partner relationships. ○ Update and maintain contact details and track engagement activity in the RAP (Salesforce) database. ○ Maintain effective records in the reporting system. ○ Maintain and update contact database and distribution lists.

DUTIES	
	<ul style="list-style-type: none"> ○ Monitor and support RAP team members to ensure accurate record keeping across the team, including maintaining appropriate business rules. ● Utilising feedback from the team, lead systems and process improvements in relation to the database. ● Document and maintain database processes for training purposes.
Online interfaces	<ul style="list-style-type: none"> ● Support General Manager RAP Program and RAP Program Managers in maintaining effective communication and messaging to externals via: <ul style="list-style-type: none"> ○ RAP website ○ Automatic email communications
Customer Service	<ul style="list-style-type: none"> ● Deliver seamless client focused service underpinned by simplified and efficient processes. ● Understand and anticipate Reconciliation Australia's needs and convert these into effective solutions.
Other	<ul style="list-style-type: none"> ● Undertake other tasks as directed by the General Manager, RAP Program and RAP Program Managers.

SELECTION CRITERIA
<p>Essential:</p> <ol style="list-style-type: none"> 1. An awareness and understanding of Aboriginal and Torres Strait Islander peoples, cultures, and histories. 2. Experience with administrative office duties. Prior experience within a not-for-profit environment would be highly regarded. 3. Strong customer service and liaison skills including high level written and oral communication with the ability to work effectively with a diverse range of people and the wider public. 4. Well-developed computing skills encompassing word processing, data entry and spreadsheets. 5. Excellent organisational skills, including the ability to meet tight deadlines and prioritise work tasks in a fast paced environment. 6. Demonstrated ability to use initiative and work under limited supervision. <p>Desirable:</p> <ol style="list-style-type: none"> 1. Prior experience with Salesforce and/or other CRM systems.