

POSITION DESCRIPTION

Job title:	Senior Officer – Reconciliation Action Plan Program (RAP Development)
Reporting to:	Manager – Reconciliation Action Plan Program
Classification level:	RA Level 4
Salary range:	\$80,000 - \$85,000 per annum plus superannuation
Term:	Full-Time Fixed-Term until 30 June 2024
Reviewed:	August 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.

We **recognise and value** the importance of Aboriginal and Torres Strait Islanders' unique cultures, knowledges and experiences and extend an open invitation for you to reach out, apply or contact us. We know that skills and experience can be built in many ways, including through unpaid and volunteer work, or work to support your community.

POSITION PURPOSE

The Senior Officer (RAP Development) works to ensure organisations are prepared for success in the early stages of their RAP journey. The role works closely with the Program Manager to lead the efficient and effective development of Reflect and Innovate RAPs and to engage with new and existing RAP partners to broaden impact. The role will lead internal projects within the organisation, refining the outcome and impact of the program.

DUTIES

Stakeholder Engagement	<ul style="list-style-type: none"> • With support from the RAP Program Manager, build and maintain effective ongoing relationships with key stakeholders and partners across all levels of government, corporate, sport, education & training and not-for-profit sectors, closely collaborating on challenging and innovating projects. • Support the successful implementation of RAPs by providing customised insights and practicable recommendations to RAP partners based on their reconciliation goals. • Expand participation in the program by identifying and engaging high impact organisations. • Actively engage Aboriginal and Torres Strait Islander organisations and stakeholders to inform and advance the work of Reconciliation Australia. • Identify and respond to client priorities in a proactive and customer focused way.
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DUTIES

RAP Development and Implementation	<ul style="list-style-type: none">• Manage a large and diverse portfolio of RAP partners.• Deliver presentations and participate in the promotion and management of events to increase the engagement of the RAP network.• Deliver seamless, customer-focused service, supported by a commitment to simplified and efficient processes and maintaining effective record and database management.
RAP Program Improvements	<ul style="list-style-type: none">• Assist the General Manager and Program Managers with the strategic direction for the team by organising workflow, sharing resources and initiating ideas for business development.• Deliver seamless customer focused service supported by simplified and efficient processes.• Identify opportunities to improve systems and processes associated with the RAP development pipeline to increase efficiency.
Support RAP Officers	<ul style="list-style-type: none">• Provide leadership and mentoring to junior staff in the RAP team.
Other	<ul style="list-style-type: none">• Undertake other tasks as directed by the General Manager, RAP Program.

SUCCESS CRITERIA:**Essential:**

1. You understand the importance and uniqueness of Aboriginal and Torres Strait Islander peoples, their cultures, knowledges and experiences and can respectfully and effectively engage with Australia's First Nations peoples.
2. You are an effective relationship builder, tailoring your approach and demonstrating your ability to develop and manage relationships with a wide range of stakeholders, to ensure effective program delivery. These include government, corporate, sport, education and not-for-profit sectors.
3. You have sound knowledge of or experience with matters relevant to the development and implementation of Reconciliation Action Plans. This may include Aboriginal and Torres Strait Islander employment, training, and retention strategies; Aboriginal and Torres Strait Islander procurement; and employee engagement, including cultural competency.
4. You are highly organised and accountable. You plan ahead to ensure delivery and work well with others to deliver results in a fast paced environment and build a positive team culture.
5. You have good analytical and problem solving skills and apply these to manage complex situations, ensure continuous improvement of your work area and contribute to the strategic direction of a team.
6. With your excellent communication skills and ability to review written materials and provide strategic guidance, you will support RAP partners to improve their understanding of the RAP Program.

Desirable:

1. Consulting or professional experience working within the corporate, government, education and not-for-profit sectors.

2. Experience utilising data systems (e.g. Salesforce) to drive effective customer engagement.