

# Position description: Indigenous Business Officer

## Position details

Employment classification	Full time
Probationary period	6 months
Location	Brisbane, QLD Preferred (Remote locations considered)
Reports to	Manager, Certification & Audit

## Key behaviours and values

Supply Nation’s values guide the way we work without members and suppliers, within our communities and with each other. Through integrity, accountability, collaboration, excellence and empowerment, we create a culture where ideas flourish and a difference is made. We work together to transform the Indigenous business sector.

### Integrity

We care deeply about what we do and how we do it. We stand up for what we believe in.

### Accountability

We take responsibility for our own actions. We honour our commitments.

### Collaboration

We work together as a unified team to produce the best results for our customers.

### Excellence

We are committed to consistent professionalism as a positive, flexible and responsive, innovative and efficient team.

### Empowerment

We create and promote a culture where all may thrive.

## Position summary

Supply Nation is the Australian leader in Supplier Diversity and provides a direct business to business purchasing link between corporate Australia, government agencies and Indigenous owned businesses.

Reporting to the Manager, Certification and Audit, the Indigenous Business Officer's overall objective is to ensure that Indigenous Business verification program maintains the highest standard of integrity and authenticity and that Indigenous Businesses needs and enquiries are actioned where required.

This is a new role, established to respond to the changing needs of the growing Indigenous business sector. The functions of Indigenous Business Officer will continue to evolve with the needs of the organisation and our stakeholders.

## Key responsibilities

The key responsibilities of the role are to:

- Conducting annual and random audits of Supply Nation Registered Indigenous businesses on Indigenous Business Direct
- Assessing and verifying applications for registration of Indigenous Businesses on Indigenous Business Direct within a set timeframe
- Following up incomplete or outstanding applications for registration on Supply Nations' Indigenous Business Direct Indigenous Business directory with business applicants
- Work collaboratively with the Indigenous Business team as required including:
  - Coordinating and conducting certification application site visits, interviews and reports and recommendations for assessment by the Manager of Certification and Audit
  - Assessing Indigenous businesses joint venture applications to be registered on Supply Nation's Indigenous Business Direct including the coordination and conduct of site visits and/or interviews as required and reporting on and recommending for approval to the Manager, Certification and Audit, applications for joint venture registration that have met the Supply Nation assessment criteria
  - Conducting annual and random audits of company ownership, management, control arrangements, Indigenous benefit and Indigenous workforce plans of Indigenous Joint venture registered businesses
  - Assisting in conducting Investigative audits and investigative processes
  - Assisting with Certification conversion projects designed to convert registered suppliers to certified suppliers
- Fielding and Responding to Supplier enquiries and needs including:
  - Supporting registration enquiries and applications
  - Managing and issuing passwords for supplier access to directory profiles
  - Working with Suppliers to ensure database profiles are accurate, complete and appropriate to requirements
  - Handling incoming joint venture registration enquiries to Supply Nation
- Brief Supply Nation team members on supplier issues and specifics where required
- Coordinate and maintain the accuracy and completeness of supplier information contained in Supply Nation's customer relationship management system (CRM - Salesforce)
- Work effectively and collaboratively with other team members
- Project work and other duties as required

## Workplace health and safety

- Ensure Supply Nation’s compliance with all safety laws nationally including insurances and workplace safety procedures
- Maintain a clean and safe work environment while complying with all safety policies and procedures
- Escalate all workplace accidents and hazards to the CEO, and implement immediate action for identified hazards if able to do so
- Participate in workplace consultative meetings and recommend improvements to relevant workplace health and safety practices within the workplace

## Key selection criteria

### Specialist knowledge and attributes

The Indigenous Business Officer must demonstrate the ability to be process focussed, have a keen eye for detail and have no hesitation in asking difficult questions. High level communication and interpersonal skills with individuals at all levels, and a strong focus on continuous improvement and development are essential traits for success in the role. Effective project management skills with the ability to re-prioritise under pressure will also be important.

- Demonstrated knowledge and understanding of small to medium business enterprises and business structures
- An investigative mind that does not take information at face value and critically assesses information against a set standard
- Ability to prioritise and multi-task
- Strong customer focus with superior communication skills
- Resilience – the ability to adapt to a fast paced and rapidly changing work environment
- Demonstrated ability to work both in a team environment and independently, displaying a high level of tact, people skills and the ability to maintain confidentiality
- Demonstrated knowledge and understanding of Indigenous societies, cultures and issues affecting Indigenous Australians in business
- Excellent level of competence in using Microsoft Office applications
- Excellent Customer Services abilities

### Skills, knowledge and experience

- Demonstrated high level communication, analytical and liaison skills; in particular skills relevant to working with Indigenous communities and other key stakeholders
- Demonstrated experience in supporting strong working relationships both internally and externally
- High level administrative skills including the ability to prepare reports, business letters and general correspondence
- Well-developed interpersonal skills demonstrating a positive approach to client service and managing expectations of Supply Nation Suppliers
- Demonstrated knowledge, or the ability to rapidly acquire knowledge, of different business models and company structures
- A clear understanding of the importance of the highest standards of professionalism and customer service
- A ‘can-do’ attitude
- Ability to anticipate the needs of others to create efficiencies in the workplace
- Knowledge of supplier diversity in the Australian context will be highly valued
- Project management experience highly valued
- Advanced computer and word processing skills

### **Additional requirements**

- A current driver's license
- Attendance at after-hours meetings may be required
- Interstate travel may be required