

Position description: Relationship Manager, NSW

Position details

Employment classification	Permanent full time
Probationary period	6 months
Reports to	Head of Membership

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’s vision is of a vibrant, prosperous and sustainable Indigenous business sector in Australia.

The Relationship Management team supports that by:

- driving understanding that the purchasing power of businesses can be used to deliver positive social outcomes
- facilitating connections between Indigenous businesses and our members’ procurement departments and Indigenous businesses that are listed on Supply Nation’s directory, Indigenous Business Direct.

Reporting to the Head of Membership the overarching objective of the Relationship Manager role is to provide support and assistance to members and Indigenous businesses, to increase their levels of business activity with each other.

Relationship Managers provide a key point of connection between Supply Nation member organisations and the Indigenous businesses that provide goods or services to fulfil those organisations' procurement requirements.

Working within an assigned region, along with other members of the membership team, your key tasks will include building and maintaining strong relationships to facilitate business engagements between:

- Supply Nation's government and corporate sector members (including procurement managers, corporate social responsibility managers and/or purchasing officers), and
- Indigenous businesses who are Registered or Certified with Supply Nation in order to facilitate contracts and purchases where possible.

The functions of this position will continue to evolve with the needs of the organisation and our stakeholders.

Key responsibilities

Membership

Utilising Supply Nation's Membership Account Management Model, you will work closely with our members to drive business opportunities for Indigenous businesses to supply products or services. This includes:

- Acquisition, initiation, on-boarding and retention tasks for all new government member organisations
- Building and maintaining close relationships with key government member contacts
- Establishing your value as a supplier diversity expert with our government members
- Providing matching services to introduce relevant Indigenous businesses to government members
- Assist members to achieve their Supplier Diversity objectives through training, mentorship, knowledge, best practice and provision of relevant tools and systems

Cross functional

- Develop and maintain relationships with potential and current partner organisations in your region
- Work with other business units to achieve broader Supply Nation and Indigenous enterprise development goals
- Work collaboratively with government and corporate stakeholders and our partner organisations to increase the capacity of Indigenous businesses
- Maintain the accuracy and completeness of information contained in Supply Nation's customer relationship management system (CRM) for every interaction to fulfil data management KPIs
- Work effectively and collaboratively with other team members
- Complete project work and other duties as identified and agreed with your manager

Workplace health and safety

- Maintain a clean and safe work environment while complying with all safety policies and procedures
- Escalate all workplace accidents and hazards to line manager, 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

- Demonstrated understanding of Aboriginal and Torres Strait Islander societies and cultures and the issues impacting Indigenous Australians in business
- Demonstrated ability to interact with all levels of business from C-suite to operations

- Demonstrated knowledge and understanding of small to medium business enterprises
- Digital competence in tools including Microsoft Office applications (especially Word, PowerPoint and Excel); Salesforce; SharePoint; and Slack.

Knowledge, skills and experience

- Demonstrated high level communication, analytical and liaison skills; in particular skills relevant to working with Indigenous communities and other key stakeholders
- Ability to assess the appropriate information to provide, and/or services to refer with little external direction
- Demonstrated experience in supporting strong working relationships both internally and externally
- High-level administrative and communication 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 members, partners and suppliers
- Demonstrated knowledge (or the ability to rapidly acquire knowledge) of different business models and company structures
- Ability to learn and work with procurement teams (previous experience with procurement teams is desirable)

Additional requirements

- A current driver's license
- Attendance at after hours' meetings may be required
- Ability to work cross-functionally and across geographies