

# Position description: Indigenous Business Database Coordinator

## Position details

Employment classification	Permanent part time
Probationary period	6 months
Location	Sydney CBD, NSW
Reports to	Head of Compliance, Indigenous Business

## Key behaviours and values

Supply Nation's values guide the way we work with our 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 my 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 Head of Compliance, Indigenous Business, The Indigenous Business Database Coordinator plays a key role in supporting the development of a sustainable and prosperous Indigenous enterprise sector in Australia.

The role has responsibility for ensuring integrity and efficient operation of Supply Nation's CRM and Indigenous Business Directory database.

It is essential the incumbent is able to build and maintain strong relationships with our external stakeholders and team members.

The functions of the Indigenous Business Database Coordinator will continue to evolve with the needs of the organisation.

## Key responsibilities

The key responsibilities of the role are:

- Manage and collate applications for registration on Supply Nations' Indigenous Business Direct Indigenous Business directory;
- Accurately and extensively assess and verify applications against set criteria for registration on Indigenous Business Direct;
- Effectively and efficiently audit Indigenous Business Direct entries and profiles for accuracy and compliance with criteria and relevance when required to maintain the accuracy of the database;
- Follow up incomplete or outstanding applications for registration on Supply Nations' Indigenous Business Direct Indigenous Business directory with business applicants;
- Manage a master excel spreadsheet tracking applications and audits on Indigenous Business Direct;
- Coordinate and maintain the accuracy and completeness of businesses profile information on Indigenous Business Direct;
- Fielding and Responding to Supplier enquiries and needs including supporting registration enquiries and applications;
- Manage and issue passwords for supplier access to directory profiles.
- Provide input to the customisation, training needs, troubleshooting and potential improvements to Indigenous Business Direct.
- Conduct Certified Supplier Recertification's in line with audit procedures and processes as required.
- Provide support to team members as identified and negotiated with line manager
- Work collaboratively with the Indigenous Business team as required
- Record all supplier enquiries and interactions in CRM system
- Assist with certification conversion campaign from time to time

## 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 work place health and safety practices within the workplace
- Provide reporting to the CEO for board reports on WH&S compliance and incidents as required

## Key selection criteria

### Specialist knowledge and attributes

The Indigenous Business Database Coordinator must demonstrate the ability to be process focused, 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 personal knowledge and understanding of Indigenous societies, cultures and issues affecting Indigenous Australians in business
- High level of competence in using IT applications e.g. Microsoft Office, Microsoft 365, Salesforce
- Demonstrable knowledge of business structures and operations
- Superior customer service skills via multiple modes including face to face, telephone and email communication
- Ability to prioritise and multi-task
- Strong interest in business processes and development of systems
- 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

### Skills, knowledge and experience

- Ability to handle telephone, in person and web enquiries with little direction from others
- Ability to assess the appropriate information to provide, and / or services (both internal and external) to refer, enquirers with little direction from others
- Experience in effectively following administrative processes including complete, timely and accurate data collection, entry and reporting in company's CRM systems
- Ability to work in a flexible work environment.

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