



Position description: Senior Indigenous Business Officer

Position details

Employment classification	Full time
Probationary period	6 Months (applicable for new employees only)
Location	Flexible - Sydney, Melbourne, Brisbane, Canberra or Perth preferred
Reports to	Senior Certification, Registration & JV Manager

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 Senior Certification, Registration & JV Manager, our Senior Indigenous Business Officer overall objective is to lead a regionally based team of Indigenous Officers and will be actively involved in driving continual cultural expansion.

The Senior Indigenous Business Officer will be responsible advancing Indigenous economic development and fostering partnerships between Indigenous communities and the broader business community. The primary functions of the position include overseeing new registrations of Indigenous businesses, assessing certification requirements, steering audits, responding to queries from new and potential suppliers and managing complaints. The role will also include attendance at events and participation in activities that align with Supply Nation's role in the promotion of Indigenous businesses.

Key responsibilities

Cultural leadership and advocacy

- Champion cultural values and integrity within the organization, suppliers, and members.
- Foster a culture of cultural learning, respect, and inclusion among staff and stakeholders.
- Respect and embed cultural practices and knowledge as BAU.
- Develop and implement initiatives to support and grow the organisation's Indigenous workforce.

Management

- Manage a small team of Indigenous Business Officers working out of locations across states and territories.
- Oversee continual improvement processes across the states and territories the team covers.
- Provide reporting, trends and insights to the Senior Manager – Indigenous Business Joint Ventures and Certification on their team's region.
- Lead internal collaboration forums with a focus on the Engagement and Member Services team.
- Coordinate and contribute to maintenance of accurate and complete supplier information contained in Supply Nation's customer relationship management system and Indigenous Business Direct database.

Registration

- Oversee new registrations of Indigenous businesses to ensure compliance with requirements.
- Monitor new registration numbers to ensure even workload distribution across Indigenous Business Officers within the team and negotiate with other Senior Indigenous Business Officers for resources to address peaks and troughs.
- Assess all new registration applications, and existing registrations, as potential joint ventures. Liaise with applicants to make a determination.
- Liaise with Indigenous Joint Venture applicants to ensure applications are compliant. Allocate compliant applications to Indigenous Business Officers for completion (compliant documentation, allocate compliant applications to Indigenous Business Officers for interview and report composition, review, and act on Indigenous Joint Venture report recommendations).

- Interview Indigenous Joint Venture applications, in person, via video or via telephone – to complete relevant reporting in conjunction with another Senior IBO.
- Field and respond to enquiries escalated by Indigenous Business Officers from Indigenous businesses relating to the Registration process and further escalate to the Manager Registration, Certification and Compliance where appropriate.
- Provide insight to the Manager Registration, Certification and Compliance on trends, issues and opportunities relating to regions, industries, or sectors.

Certification

- Assess all new applications for Certification, allocate compliant applications to Indigenous Business Officers for interview and report composition, review, and act on Certification report recommendations. (Between 69-74 per region per annum).
- Conduct Certification interviews – in person, via video or via telephone - and compose Certification Report in required format for other Senior IBO approval. (From 6 per region per annum).
- Field and respond to enquiries escalated by Indigenous Business Officers from Registered Indigenous businesses relating to Certification requirements and processes and further escalate to the Manager Registration, Certification and Compliance where appropriate.
- Assist with the development of initiatives to convert Registered suppliers to Certified suppliers.
- Oversee implementation and delivery of any initiatives aimed at converting Registered suppliers to Certified suppliers.

Audit

- Monitor conduct of desk top audits and interviews to ensure even workload distribution across Indigenous Business Officers within the team and negotiate with other Senior Indigenous Business Officers for resources to address peaks and troughs.
- Review and act on Registered supplier audit report recommendations. (From 150 per region per annum).
- Monitor conduct of annual desktop audits of Certified Suppliers.
- Review and act on Certified supplier audit report recommendations. (From 30 per region per annum).
- Monitor conduct of annual Registered and Certified IJV audit interviews.
- Review and act on Indigenous Joint Venture audit reports and recommendations. (Between 26-42 per region per annum).

Complaints

- Investigate complaints received and take appropriate action and/or, where appropriate, make recommendation to Manager Registration, Certification and Compliance for approval/action.

General

- Attend regular and ad hoc meetings as required.
- Attend and participate in company training as required.
- Provide routine reporting as scheduled and ad hoc as required.
- Any other tasks as directed by Management, based on organisational requirements.
- Maintain free flowing, two-way communication processes with the Engagement team and Member Services team to ensure a consistent, culturally appropriate, and responsive experience for Indigenous suppliers.

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 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

- Demonstrated knowledge and understanding of Indigenous societies, cultures and issues affecting Indigenous Australians in business
- Demonstrated knowledge and understanding of the social dynamics, relationships and protocols of the Indigenous community and the issues and interests of that community
- Demonstrated written and verbal skills
- Excellent organisational and project management skills
- Ability to work independently and as part of a team
- Cultural sensitivity and a commitment to Indigenous self-determination and empowerment

Skills, knowledge, and experience

- Proven experience in business development, preferably within Indigenous communities
 - Proven experience leading and motivating a small team
 - Ability to manage and prioritise workloads within tight timeframes
 - Strong interpersonal and communication skills, with the ability to build and maintain relationships
 - Knowledge of government programs and initiatives related to Indigenous economic development
 - Familiarity with funding opportunities and grant application processes
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