

Position Description: Community Engagement Officer

Position details

Employment classification	Full time
Probationary period	6 months
Location	NT, WA or SA
Reports to	Community Engagement 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 Engagement Officer, these roles are a vital link between Supply Nation and our Indigenous suppliers. The role is critical in understanding the capabilities, challenges and trends and opportunities for the Indigenous business sector.

The Community Engagement Officer works closely with Indigenous Businesses and uses insights to inform Supply Nation programs and partnerships that uplift the sector.

You will engage with Indigenous suppliers and broader Community members to assess the effectiveness of Supply Nation's support and identify areas for improvement or reform. You will use your knowledge of the Indigenous businesses to help Supply Nation understand issues and develop supportive and responsive programs. You will collaborate with other areas of the business to support effective engagement practices. You will represent Supply Nation and the Indigenous business sector at a range of events.

You will support the Supplier Services team in increasing the number of registered Indigenous businesses and act as a key point of communication between the organisation and the Indigenous business community.

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.

Community Engagement and Strategy Development:

- Collaborate with teams to craft and implement community engagement strategies aligned with organisational goals.
- Serve as the primary point of contact for both existing and prospective Indigenous businesses, fostering connections and partnerships.
- Offer valuable insights, data, and trend analysis to the Senior Community Engagement Officer, guiding a strategic approach to Indigenous business engagement.
- Establish and maintain a dynamic two-way communication channel between Supply Nation and Indigenous businesses.
- Ensure that communication and engagement efforts are precisely targeted, engaging, and conducive to fostering community involvement.
- Act as a concierge to efficiently direct supplier inquiries and concerns to the appropriate internal stakeholders.
- Cultivate and nurture relationships with critical community stakeholders, ensuring a consistent approach to community engagement initiatives.
- Work collaboratively with the Supplier Services team to ensure queries are addressed and free flowing information within the division is used for continual improvement and enhanced supplier value.

Promotion and representation:

- Represent Supply Nation at relevant events, demonstrating our commitment to community engagement.
- Educate Indigenous businesses and the broader community about Supply Nation's mission and facilitate future registrations and certifications.
- Assist Supply Nation colleagues in the development of communication and promotional materials and activities designed to benefit Indigenous businesses and the wider community.

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.

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.
- Exceptional time management and prioritisation skills to deliver outcomes on time.
- A strong commitment to superior customer service
- Demonstrated written and verbal skills.
- Demonstrated strong understanding of issues and solutions to challenges faced by small businesses.

Skills and experience:

- Demonstrated high level communication, analytical and liaison skills relevant to working with Indigenous communities and key stakeholders.
- Ability to manage and prioritise workloads within tight timeframes.
- Demonstrated experience in supporting strong working relationships both internally and externally.
- High level administrative skills including the ability to prepare reports, communications, and general correspondence.
- Well-developed interpersonal skills demonstrating a positive approach to client service and managing expectations of Suppliers.