



## Position description: Indigenous Business Officer

### Position details

Employment classification	Full time
Probationary period	6 Months (applicable for new employees only)
Location	Various
Reports to	Senior Indigenous Business Officer

### 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 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 Indigenous Business Officer our Indigenous Business Officer's overall objective is to advance the economic development and growth of Indigenous businesses.

You will be directly involved in fostering strong relationships with Indigenous stakeholders, handling registrations and certifications, conducting audits, and maintaining accurate supplier profiles, all whilst driving Indigenous initiatives to their fullest potential.

## Key responsibilities

### Cultural leadership and advocacy

- Support cultural values and integrity within the organisation, suppliers, and members.
- Support individual and organisational cultural learning.
- Respect and embed cultural practices and knowledge as BAU
- Support and develop the organisation's Indigenous workforce.

### Registration

- Assess, verify, and process applications to Register new Indigenous businesses on Indigenous Business Direct against set criteria for registration within set timeframes.
- Follow up incomplete or outstanding applications for registration with business applicants.
- Identify applications to register new Indigenous businesses that are potential Joint Ventures and refer to Senior IBOs for further action.
- Conduct Indigenous Joint Venture Registration interviews – in person, via video or via telephone - and complete relevant documentation for Senior IBO approval.
- Field and respond to enquiries from Indigenous businesses relating to the Registration process.

### Certification

- Conduct Certification interviews – in person, via video or via telephone - and complete documentation for Senior IBO approval.
- Field and respond to enquiries from Registered Indigenous businesses relating to Certification requirements and processes.
- Promote and participate in any initiatives aimed at converting Registered suppliers to Certified suppliers.

## Audits

- Conduct annual desktop audits of Registered suppliers.
- Conduct Registered supplier audit interviews - in person, via video or via telephone – with selected Registered suppliers and compose Audit Reports in required format for Senior IBO approval.
- Conduct annual desktop audits of Certified Suppliers.
- Conduct Certified supplier audit interviews - in person, via video or via telephone – with selected Certified suppliers.
- Identify existing Registered and Certified Indigenous businesses that are potential Indigenous Joint Ventures and refer to Senior IBOs for further action.
- Conduct annual Registered and Certified IJV audit interviews - in person, via video or via telephone - and complete documentation for Senior IBO approval.

## Supplier Profile Maintenance

- Field and respond to supplier enquiries, directing suppliers to online resources available to address issues raised.
- Assist suppliers, where required, to address password issues and profile updates to ensure accuracy, completeness, and integrity of supplier profile information.

## General

- Collaborate with other functions to ensure a consistent, culturally appropriate, and responsive experience for Indigenous suppliers.
- Provide insight to the Senior Indigenous Business Officer on trends, issues and opportunities relating to regions, industries, or sectors.
- Maintain accuracy and completeness of supplier information contained in Supply Nation's customer relationship management system.
- Attend regular and ad hoc meetings and training as required.
- Where appropriate, escalate enquiries and issues to Senior Indigenous Business Officer.
- 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
- Demonstrated written and verbal 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 a business officer role, preferably within an Indigenous Business or community
- Demonstrated experience in supporting strong working relationships both internally and externally
- Exceptional interpersonal and communication skills
- Ability to manage and prioritise workloads within tight timeframes
- Familiarity with government and corporate Indigenous procurement and other initiatives related to Indigenous economic development
- Familiarity with funding opportunities and grant application processes for Indigenous businesses
- Strong organisational skills