

POSITION STATEMENT

Title:	Team Leader, Sector Development (First Nations ¹)	Position no:	5147
Level:	IBA Level 6 (\$117,400 - \$130,337)	Last updated:	October 2022
Location:	Brisbane, Canberra or Sydney (other locations will be considered)	Term:	Ongoing
Program:	Community and Customer Experience		
Section:	Community and Customer Experience		
Context: <p>Indigenous Business Australia, partners and invests with Aboriginal and Torres Strait Islander people who want to own their future. We go further than provide money; we invest in people, places and ideas that are ready. We help make them real. We're deeply invested in the financial success and economic independence of Indigenous Australians. It's why we exist.</p> <p>We provide a range of services for Indigenous Australians to create wealth and accumulate assets, take up investment opportunities, create business enterprises that provide additional employment opportunities, and to purchase homes. We achieve these outcomes by applying a commercial focus, and by building mutually respectful and productive partnerships with Indigenous Australians, government, non-government and private sector organisations.</p> <p>Our staff are invested, informed, responsive, respectful and connected.</p> <p>The Community and Customer Experience directorate is an 'enabling' directorate that works alongside program areas to inform, drive, and support operational excellence and continuous improvement. The directorate supports the development and use IBA products and services in priority sectors, working with programs and key stakeholders to expand the delivery and impact of IBA's products and assisting to build self-sufficiency and economic independence for customers and the wider community, creating long term impact on community and customer wealth.</p>			
Role: <p>The Team Leader, Sector Development is responsible for the management of the Sector Development team and delivery of various program initiatives, which includes key focus areas such as gender and aged based initiatives, working with Peak Bodies – Community Controlled Organisations and financial literacy programs, to drive economic participation and empowerment of First Nations communities and people.</p> <p>This position is responsible for managing external stakeholder relationships, community consultations and the development and implementation of new program initiatives, across IBA's Product and Markets program streams, which encompasses the financial products and services programs – Business Solutions, Home Ownership and Investments and Asset Management. This position will report to the Director, Community and Customer Experience, and will manage a small team.</p>			

¹ This is a designated position for First Nations applicants only.

Duties:

Duties include, but are not limited to:

- Develop and manage internal and external strategic relationships with First Nations organisations and businesses, including driving IBA's products, services, and initiatives.
- Identify sector stakeholders and their resources that assist to innovate and develop new ways of creating positive outcomes for our Aboriginal and Torres Strait Islander people.
- Manage the delivery of strategic and operational changes to initiatives, including consulting with internal stakeholders, and facilitating change management.
- Develop and run focus groups and identify customer segments and community; design and maintain user-friendly tools to help Aboriginal and Torres Strait Islander people find local, regional, and national resources.
- Oversee the management of gender specific social media and communication platforms.
- Prepare briefing materials and reports, along with deliver performance outcomes ensuring agreed targets are achieved and managed within IBA's quality tolerance.
- As part of the Directorate Leadership Team implement operating strategies and procedures using program policies and resources.
- Lead a small team, which includes managing performance, planning and setting priorities, coaching staff and providing development and training.
- Exercise Delegations in accordance with IBA policy & procedure.
- Other duties as required.

Required capabilities

These are essential unless otherwise indicated.

Knowledge and experience

- Extensive experience working on policies, processes and/or operations to support economic independence of Aboriginal and Torres Strait Islander people.
- Demonstrated experience in building network and partnerships, and maintaining productive relationships with internal and external stakeholders, with a strong focus on designing and implementing initiatives.
- Demonstrated capability to lead projects and influence team performance to deliver objectives and adapt to change and competing demands.
- Demonstrated experience in managing and developing high performing teams.
- Demonstrated customer service experience.

Skills and attributes

- Displays Aboriginal and Torres Strait Islander cultural capability:
 - Awareness and understanding of Aboriginal and Torres Strait Islander societies and culture as well as the demonstrated ability to liaise, communicate and negotiate sensitively and effectively with Indigenous individuals and communities.
 - Awareness and understanding of Australian Indigenous issues particularly as they relate to economic empowerment.
- Excellent writing skills and experience, and the ability to communicate complex concepts in a clear and concise manner, including preparing briefs, external communications, performance reports to both operational and executive staff and the Board.
- Well-developed ability to negotiate confidently and to communicate at a leadership level with persuasion, influence, clarity and with the ability to understand and adapt to an audience.
- Demonstrated analytical, problem solving and strategic thinking abilities to facilitate the formulation of products, services, and initiatives.
- Demonstrated ability to bring people from different areas and backgrounds together in a problem-solving environment.
- Proven ability to deliver on projects and to adapt to change and competing demands – demonstrating sound time management skills.

Prerequisite requirements

- Capacity to undertake travel, including overnight absences up to 5 nights consecutively

Reference documentation: www.iba.gov.au

- About Us – Our Values
- About Us – Working at IBA
- About Us – News and Publications – Annual Reports

Further enquiries: Stella de Cos, contact number 02 69110 2614 or
email: stella.decos@iba.gov.au

Applications: email to iba_recruitment@iba.gov.au or
mail to: IBA Recruitment, PO Box 650, Fyshwick ACT 2609

- Application Coversheet
- Resume
- Statement addressing the Required Capabilities

Please note that applications not accompanied by the Application Coversheet available from our website or sent directly to the enquiry officer will not be accepted.

Closing date: 13 November 2022