

POSITION STATEMENT

Title:	Program Officer	Position no:	5074
Level:	IBA Level 4 (\$85,980 - \$91,171)	Last updated:	May 2023
Location:	Cairns, Townsville, Melbourne, Canberra or Darwin	Term:	Non-ongoing (12 months)
Program:	Business Solutions		
Section:	Program, Projects & Support		
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>Through the Business Solutions Program, IBA supports Aboriginal and Torres Strait Islander peoples to start, acquire and grow commercially viable businesses by providing pre-business guidance, business finance, business development and business support at all stages of the business life cycle.</p> <p>The Program, Projects & Support (PPS) team provides program and project services that support the strategic direction of the Business Solutions program and develops approaches to improve IBA customer business journey outcomes and supports staff in increasing productivity and program deliverables. The team also supports and monitors the effective and efficient use of internal systems in delivering quality products and services to our customers.</p>		
Role:	<p>Reporting to the Manager- Program, Projects & Support, the Program Officer works closely within the PPS team and across the Business Solutions and other IBA teams to deliver program and project outcomes. Under general direction, the Program Officer undertakes operational activities in supporting the team's functions and responsibilities towards improved customer and staff outcomes.</p>		
Duties:	<p>Duties include, but are not limited to:</p> <ul style="list-style-type: none">• Under general direction, coordinate the delivery of products or programs, including all aspects of operations and planning, meeting all KPIs while maintaining a continuous improvement approach.		

- Undertake activities associated with PPS team projects or parts of projects, meeting quality and performance standards along the project lifecycle.
- Maintain program systems and processes while providing support across program staff in the use of systems and resources whilst enabling accurate measurement of program inputs, deliverables and outcomes.
- Support the development and implementation of initiatives enhancing the quality of the customer experience.
- Assist in management of program processes, and procedures and proactively drive improvement in processes for Business Solutions program.
- Provide technical support and guidance across the Business Solutions team by developing high order knowledge in Business Solutions core operating systems and processes.
- Undertake other responsibilities, projects and activities as required.
- Other duties as required.

Required capabilities

These are essential unless otherwise indicated.

- 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 small business.
- Demonstrated ability to build beneficial working relationships with stakeholders with a focus and commitment to deliver quality customer service outcomes,
- Ability to accurately capture and report information, meet deadlines and deliver outcomes under pressure,
- Sound project management experience and demonstrated ability to deliver project outcomes on time and budget.
- Sound business acumen and demonstrated experience, knowledge and understanding of business concepts/ operations/ management/ small business.
- High level communications skills, both verbal and written.
- Sound experience and ability in the use of standard computer applications, including Microsoft products.
- Ability to work independently and as a member of a team.

Prerequisite requirements

- Current Driver's licence
- Willingness and ability to undertake regional and remote travel as required, including overnight absences.

Reference documentation: www.iba.gov.au

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

Further enquiries: Erik Oates Ph: 07 4048 8484 or email: erik.oates@iba.gov.au

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

- Application Coversheet
- Resume
- Maximum 800 words 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: 25 June 2023