

POSITION STATEMENT

Title:	Senior Manager, Community and Customer Experience (Affirmative Measures ¹)	Position no:	5011
Level:	IBA Level 7 (\$146,074 - \$171,151)	Last updated:	August 2023
Location:	All IBA location considered (excluding Brisbane)	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 Senior Manager, Community and Customer Experience is an integral part of the directorate's leadership team and will report directly to the Director, Community and Customer Experience, and provide operational support and leadership to manage the directorate's business activities with particular focus on the operational practices and procedural management. The Senior Manager will additionally work on developing sector initiatives, linking key work activities to the strategic priorities of the program, and managing key stakeholders and partnerships that will expand IBA's service offering and support or enhance IBA's customer journey through access to products and services. This position will be responsible for leading a small team.</p>		

¹ The filling of this vacancy is intended to constitute an affirmative measure under Section 26 of the Australian Public Service Commissioner's Directions 2016. This vacancy is open only to Aboriginal and/or Torres Strait Islander people.

Duties:

Duties include, but are not limited to:

- As part of the Directorate Leadership Team develop and implement operating strategies and procedures including the effective implementation and use of program policies and procedures.
- Lead a small team, which includes managing performance, planning, and setting priorities, coaching staff and providing development and training.
- Champion a strong and proactive approach to continuous improvement across the Directorate.
- Develop and Manage sector-based initiatives such as gender and age-based programs, along with the team that delivers them.
- Undertaking internal and external stakeholder engagement and management including preparing briefing materials and reports for Board and Executive.
- Manage the establishment, monitoring and evaluation of strategic partnerships to enhance IBA's product and service offering.
- Lead the development of strategic initiatives such as: Partnerships, and Community Engagement Framework, and Financial Literacy initiatives.
- Accurately capture, manage, and report information, and
- Exercise delegations in accordance with IBA policy & procedures.
- 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 economic empowerment.
- Extensive experience working on policies, processes and/or operations to support economic independence of Aboriginal and Torres Strait Islander people.
- Demonstrated capability to lead projects and influence team performance to deliver objectives and adapt to change and competing demands.
- High level ability to network, partner, and maintain productive relationships with internal and external stakeholders, with a strong focus on designing and implementing initiatives.
- Well-developed customer focus displaying a commitment to quality customer service and to the customer being at the centre of everything they do.
- Well-developed personal drive and integrity including:
 - professionalism and probity
 - engaging with risk and showing personal courage
 - commitment to action
 - promoting and adopting a positive and balanced approach to work
 - self-awareness and commitment to personal development.

Prerequisite requirements

- Current driver's licence.
- Willingness and ability to undertake regional and remote travel as required, including overnight absences at least once each month.

Reference documentation: www.iba.gov.au

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

Further enquiries: Name, contact number or
email: @iba.gov.au

Applications: email to iba_recruitment@iba.gov.au

- 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: