Thalanyji
Buurabalayji Thalanyji
Aboriginal Corporation RNTBC

POSITION DESCRIPTION: Onslow Office Coordinator

Classification	Level 3. Pay point 3 (Salary $67,570 + superannuation)	Reports to	Chief Executive Officer
Hours	38 hours	Probation	6 months
Location	Onslow – with occasional travel within the Pilbara and to Perth		
Special Conditions	Some out-of-hours duties may be required (as directed)		
Award	Social, Community, Home Care and Disability Services Industry Award (SCHCADS) Package includes: salary packaging, telephone allowance, subsidised housing and vehicle for work (with limited personal usage).		

Introduction

Buurabalayji Thalanyji Aboriginal Corporation (BTAC) (also known as Thalanyji or Thalanyji Aboriginal Corporation) is the registered native title body corporate for the Thalanyji People.
On 18 September 2008, Native Title was awarded over 11,120 square kilometres of land in the West Pilbara, including Onslow.

In summary, BTAC exists to manage the native title rights and interests of Thalanyji People and perform the functions of a Registered Native Title Body Corporate while protecting and preserving traditional laws, culture, customs, and language.

Other objectives of BTAC are to advance and promote wellbeing and provide environmental, social, economic, and cultural benefits, and support education, training and employment for Thalanyji People.

BTAC is registered with the Office of the Registrar of Indigenous Corporations (ORIC) and has offices in Onslow and Perth.

Vision	Purpose
Thalanyji People dream of a future where our identity remains strong, we are increasingly self-reliant and in charge of our own destiny, and we can all lead secure and comfortable lives.	BTAC's purpose is to manage the native title of Thalanyji People and enable the social, economic, and cultural development of its members.

Position Objective

The Onslow Office Coordinator is responsible for the smooth running of the Onslow office and the provision of high-level customer service and administrative support to Thalanyji members, the BTAC corporation and its stakeholders in Onslow.

The position is a key and important position at BTAC and provides the vital link between the corporate office in Perth and the Onslow community.

This role expects attention to professional performance and behaviour, respect and confidentiality.

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Position Responsibilities

1. **Provide high level customer service for BTAC members that includes, but is not limited to:**
   - Assisting members to access and use computers and computer equipment
   - Assist members to use phones and other communication devices
   - When necessary, provide members with coaching on computers and phone systems
   - Assist elderly members with transport to meetings and appointments
   - Assist members to make medical or other appointments

2. **Onslow Office Coordination**
   - Be first point of contact for visitors to the office and provide them with hospitality and assistance.
   - Ensure the office and grounds are clean and safe. Maintain stores at the office.
   - Ensure office is maintained. Identify required repairs and organise maintenance.
   - Facilitate and support member gatherings at the Onslow Office. These may include play groups, arts and craft and other interest gatherings.
   - Provide support for BTAC staff when they are working in the Onslow area, that may include transport to and from the airport, collecting groceries or items for cultural and heritage work and gatherings

3. **Administrative Support**
   - Contribute to the operations of BTAC
   - Community networking that may include attending community meetings or information sessions.
   - Prepare and distribute information as required that may include regular newsletter.

4. **Corporation Support**
   - Attend regular staff meetings on Zoom or in person from time to time
   - Provide the supports needed for meeting at the Onslow office including but not limited to setting up for meetings, organising catering, operation of technology and other assistance.
   - Attend training as required
   - Work with the communications staff and contribute photos and stories for regular newsletters
   - Provide information on events and happenings in Onslow
   - Provide input into staff meetings
   - Provide updated work plans
   - Ensure that the CEO or relevant team members are made aware of issues relating to members or stakeholders at the earliest opportunity.
   - Comply with BTAC policies and procedures

Essential Selection Criteria

- Demonstrates commitment to the vision and purpose of BTAC and the ability to contribute to the strategic agenda of BTAC, in line with its priorities.
- Minimum three years' relevant experience in a similar role.
- Sound understanding of Aboriginal culture and communities, and remote environments, including communicating with people with multiple needs living in remote and challenging environments.
- Capacity to be proactive, assertive, and work well under pressure or within tight time frames.
- Exceptional organisational and customer service skills.
- Excellent interpersonal skills with the ability to establish friendly and professional rapport with a wide range of stakeholders, particularly BTAC members.

- Knowledge of and capacity to efficiently use ICT and organisational systems.
- Proficiency in MYOB and Microsoft Office including Outlook, Excel, Word and PowerPoint.

Desirable:

- Relevant qualifications in business administration, communications or related field.
- Understanding of the issues for people living in isolation and who may experience poverty, disadvantage, grief and loss.
- Flexibility to cope with rapidly changing priorities and variable working duties and hours.
- Capacity to be confidential and discreet.

Mandatory:

- 'C' Class Drivers Licence,
- Capacity to obtain a Working with Children's Check and Police Clearance.
- Fully vaccinated against COVID 19.

Position Description Confirmation and Acknowledgement

By signing the 'Employment Acceptance Statement' in your Letter of Offer, you are agreeing to the Position Description attached to your Offer.

Signature of Employee:		date
Signature of CEO		date