

## Banjima Native Title Aboriginal Corporation RNTBC

### POSITION DESCRIPTION: Team Leader - Member Services

#### SECTION 1: ORGANISATION OVERVIEW

Banjima Native Title Aboriginal Corporation RNTBC (**BNTAC**) is the prescribed body corporate holding native title on trust for the Banjima People.

The Banjima native title determination area covers a large area of land and waters in the Pilbara region of Western Australia. There are approximately 500 adult Banjima People and many more Banjima children.

BNTAC is a charitable organisation with several objectives that include to provide relief for disadvantaged Aboriginal people, maintain and support traditions, laws, language and culture of Banjima people, as well as provide economic, social and cultural benefits, including housing, training and education.

BNTAC also acts as the 'Local Aboriginal Corporation' under two large indigenous land use agreements between mining companies and the Banjima People.

#### SECTION 2: POSITION IDENTIFICATION

<b>Position:</b>	Member Services Team Leader	<b>Classification:</b>	Social, Community, Home Care and Disability Services Industry Award 2010
<b>Region:</b>	Western Australia	<b>Award/Conditions:</b>	As per contract of employment
<b>Location of position:</b>	Perth Office		
<b>Hours:</b>	75 hours per fortnight		

#### SECTION 3: REPORTING RELATIONSHIPS

**Responsible to:** Member Services Manager

**Staff reporting to this position:** Member Services Officers

#### SECTION 4: ORGANISATION BACKGROUND / VISION

The role of Member Services Team Leader with BNTAC carries responsibility to actively assist the CEO and other employees to promote the key organisational vision:

*The Banjima people are healthy, secure and independent with diverse life choices and the ability to determine their own future. The foundation is a proud entity centred on strong culture, community unity and effective governance.*

#### SECTION 5: OCCUPATIONAL HEALTH AND SAFETY RESPONSIBILITIES

All employees have responsibility for Occupational Health and Safety. The Member Services Administrator shall comply with the Workplace Health and Safety Act, Regulations, Codes of Practice and BNTAC Workplace Health and Safety Policies and Procedures.

The employee shall also comply with instructions given by their manager in the respect of Health and Safety of themselves, and the Health and Safety of other persons.

## **SECTION 6: PRIMARY OBJECTIVES OF THIS POSITION**

The primary objective of this role is to efficiently and effectively lead a small team to support the Member Services Manager with the administration of services and benefits to eligible Banjima people as part of the executive office function of BNTAC.

## **SECTION 7: KEY RESPONSIBILITIES, GOALS OR OBJECTIVES**

*Duties and responsibilities include, but are not limited to:*

- Develop a cohesive, well trained and professional team with a strong team spirit, based on a positive can do attitude
- Develop and implement process and procedures for member services;
- Ensure compliance with distribution policies
- Manage processes to attract, recruit, develop, retain and engage successful member service officers;
- Commitment to establishing and maintaining high level customer service and satisfaction;
- Maintain electronic and manual files, including the membership database, and keep records up to date, secure and accessible as appropriate;
- Manage all incoming and outgoing communications (e.g. telephone, electronic, hard copy and in person) from members, whilst adhering to strict confidentiality processes and procedures
- Generate required information and reports
- Periodic travel to the Pilbara region to engage and inform members and attend meetings as required.
- Support the planning and execution of BNTAC events, as required; and
- Other duties as required by the Member Services Manager and/or CEO.

## **SECTION 8: KEY PERFORMANCE INDICATORS**

- Consistent high level of member satisfaction;
- Consistent and quality processing of member benefits;
- Establishment and maintenance of positive and productive relationships with members, colleagues and key stakeholders including Aboriginal people;
- High level of development and support of Member Service team members
- Allocation of benefits and compliance within policy;
- Adherence to strict confidentiality processes and procedures; and
- Evidence of good work ethic and organisational skills.

## **SECTION 9: SALARY AND BENEFITS**

**Timeframe:** Two-year contract with the possibility of extension (subject to funding)

**Salary Range:** \$70K - \$80K base, plus superannuation

**Annual leave:** Four (4) weeks

**Sick leave:** 10 days

**Salary Sacrifice:** \$15,900.00 PA

## **SECTION 10: LEVELS OF AUTHORITY**

This authority should be exercised in a responsible, legitimate and appropriate manner in the most ethical and commercial interests of the corporation. This authority must not conflict with any BNTAC policy statements, procedures and instructions.

## SECTION 11: SELECTION CRITERIA

### Essential:

1. Experience as a Team Leader responsible for coaching and developing a number of Member Service Officers and administering member services;
2. High level interpersonal skills with the ability to establish and maintain positive and productive relationships with members, major partners and stakeholders;
3. Ability to work in a busy environment whilst managing conflicting demands;
4. Ability to think critically and demonstrate initiative;
5. Ability to handle sensitive information, and manage information systems to maintain member records and generate reports;
6. High level organisational skills and ability to consistently follow-through on tasks in a timely manner; and
7. Ability to work with others in a high performing team.

### Desirable:

8. Cultural competence, especially with Aboriginal people.

## SECTION 12: CERTIFICATION

I have reviewed and confirm my full understanding of the role of \_\_\_\_\_ and agree that this is an accurate position description of that role.

**Staff Name:**

**Sign:**

**Date:**

I can confirm that the above staff member has reviewed and discussed the position description and fully understands the requirements of the role.

**Manager Name:**

**Sign:**

**Date:**