

## Position Description – Member Services Officer

### 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 600 adult Banjima People and many more Banjima children.

As well as its roles and responsibilities as a PBC, BNTAC's objectives also 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.

### SECTION 2: POSITION IDENTIFICATION

<b>Position:</b>	Member Services Officer	<b>Classification:</b>	As per Conditions of Employment
<b>Region:</b>	Western Australia	<b>Award/Conditions:</b>	Social, Community, Home Care and Disability Services Industry Award 2010
<b>Location of Position:</b>	Perth Office		
<b>Hours:</b>	37.5 hours per week		

### SECTION 3: REPORTING RELATIONSHIPS

**Responsible to:** Member Services Team Leader

**Staff reporting to this position:** N/A

### SECTION 4: ORGANISATION BACKGROUND / VISION

This role 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 Officer shall comply with the Workplace Health and Safety Act, Regulations, Codes of Practice, BNTAC Workplace Health and Safety Policies and Procedures, and Employee Handbook.

All employees 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 support the Member Services Team with the administration of services and benefits to eligible Banjima people as part of the executive office function of BNTAC. This includes providing superior customer services to all Members and maintaining an excellent level of record keeping for BNTAC, through; efficient, accurate processing, recording and management of beneficiary applications and management of BNTAC and BMS meetings.

## SECTION 7: KEY RESPONSIBILITIES, GOALS OR OBJECTIVES

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

### **ADMINISTRATIVE AND OPERATIONAL SUPPORT**

- Efficient administration, including the review and processing of beneficiary applications for funds
- Ensure accurate records are maintained in the membership database
- Ensure high level customer service and satisfaction
- Maintain positive working relationships with colleagues, members and service providers
- Generate required information and reports for the Member Services Team Leader, as requested
- Adherence to process, systems and procedures
- Periodic travel to the Pilbara region to attend meetings as required

### **OTHER DUTIES**

- Maintain strict confidentiality and professional approach, when dealing with incoming and outgoing communications (e.g. telephone, electronic, hard copy and in person) both with members and other parties
- Assist in collection of content and stories for use in BNTAC's communications
- Support the planning and execution of BNTAC events as required
- Other duties as required by the Member Services Team Leader and/or CEO

## SECTION 8: KEY PERFORMANCE INDICATORS

- Ensure regular attendance and punctuality. Advising the Team Leader of absences as soon as practical
- Consistent high level of member satisfaction
- Consistent and quality processing of member benefits
- Establishments 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: 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 10: SELECTION CRITERIA**

#### ***ESSENTIAL***

- Experience in administering member services or related services;
- High level interpersonal skills with the ability to establish and maintain positive and productive relationships with Elders, members, major partners and stakeholders;
- Ability to work in a busy environment whilst managing conflicting demands;
- Ability to think critically and demonstrate initiative;
- Ability to handle sensitive information, and manage information systems to maintain member records and generate reports;
- High level organisational skills and ability to consistently follow-through on tasks in a timely manner; and
- Ability to work with others in a high performing team.
- Cultural competence, especially with Aboriginal people.

#### ***HIGHLY DESIRABLE***

- Identify and are recognised as a Banjima person