



POSITION DESCRIPTION

POSITION:	Member Solutions Officer (MSO)
EMPLOYMENT STATUS:	Permanent Employee and/or Casual Employee
LOCATION:	Perth, Western Australia.
RESPONSIBLE TO:	CEO and/or his or her delegate (CEO)
DAY TO DAY SUPERVISOR (if applicable)	Member Solutions Team Leader (MSTL)

1. BACKGROUND

Gumala Aboriginal Corporation (GAC), one of Australia's largest indigenous corporations, is an alliance of three language groups in the Pilbara area of Western Australia. GAC was created in 1996 to negotiate the settlement of a Land Use Agreement between Hamersley Iron (part of Rio Tinto Iron Ore) and the Banyjima, Innawonga and Nyiyapali people, the Traditional Owners of the country at the centre of Hamersley's Yandi iron ore mining operation.

The Yandi Agreement ensures that Hamersley Iron will deliver benefits to the Traditional Owners for the life of the mine including:

- A significant income stream (royalties)
- Training and employment;
- Support for pastoral station operations;
- Heritage protection work;
- In-kind assistance for community development

The General Gumala Foundation was established as a public benevolent institution with the objectives for the relief of poverty, sickness, suffering, distress, misfortune or destitution of the Traditional Owners.

Gumala Aboriginal Corporation (GAC) is the Manager of the General Gumala Foundation while Gumala Investments Pty Ltd (GIPL) is a wholly owned subsidiary of GAC and was incorporated for the sole purpose of acting as Trustee of the General Gumala Foundation.

GAC is also the sole shareholder of Gumala Enterprises Pty Ltd (GEPL), a separate body established to oversee the development and growth of discrete business enterprises to enable further benefits as a result of these businesses are passed down to the membership of GAC.

The interpretation for '**GUMALA**' is "All Together".

2. MAIN ROLE OF THE POSITION

The Member Solutions Officer (MSO) is responsible for:

- 2.1** Handling member enquires and working as part of a team to ensure the day-to-day operational functions of the Member Services Division operate efficiently and effectively; and
- 2.2** Ensuring that all GAC policies, procedures and guidelines relevant to the role are adhered to and implemented in a culturally appropriate, sensitive and understanding manner.

3. ORGANISATIONAL RELATIONSHIPS

The MSO has primary relationships with:

- Health & Culture Manager (HCM);
- Member Solutions Team Leader (MSTL);
- GAC Members;
- GAC Suppliers;
- Commonwealth and State Government Agencies;

4. ACCOUNTABILITY AND EXTENT OF AUTHORITY

- The MSO is responsible for ensuring that GAC Members receive high quality customer service from GAC. Additionally the MSO performs an analytic function assisting the CEO and/or his or her delegate in identifying particular needs of the GAC Members.

5. JUDGEMENT AND DECISION MAKING

- The MSO is expected to apply sound judgement and to be able to make decisions on a daily basis across all areas of responsibility, with the ability to identify those issues which need to be referred to the CEO and/or his or her delegate; and
- The MSO is expected to be confident that they can exercise sound judgement and be decisive within an Indigenous working environment.

6. PRIMARY FUNCTIONS

6.1 GAC Members' Services:

- Handles member enquiries in accordance with GAC Member Service Charter, while showing empathy and acting in a culturally appropriate sensitive and understanding manner;
- Accurate data entry and processing of applications in a timely manner;
- Coordinates and develops relationships with GAC Members to enable GAC's Member Services to build and maintain effective working relationships;
- Supports the operational functions of the Member Services;
- Ensures that the most up-to-date information on services is given to GAC Members in a timely manner; and
- Undertakes any other duties as directed by the CEO and/or his or her delegate.

6.2 GAC Programs:

- Handles member enquiries in relation to the various GAC Programs in a timely manner, while showing empathy and acting in a culturally appropriate sensitive and understanding manner; and
- Ensures that the most up-to-date information on Programs is given to GAC Members in a timely manner.

6.3 Compliance:

- Ensures compliance with all GAC policies, procedures and guidelines (especially GAC Member Service Charter) and relays information HCM and/or his or her delegate to formulate relevant policies, procedures and guidelines; and
- Ensures all records are kept in a manner that can be easily retrieved, reviewed and made available to the CEO and/or his or her delegate and relevant agencies.

7. COMPETENCIES

The MSO will require the following:

- Ability to communicate effectively at all levels;
- Computer literacy and high level word processing skills;
- Strong customer service culture;

- Exceptional communication skills – written and verbal;
- Good time management skills and the ability to prioritise tasks;
- Excellent telephone manner and personal presentation; and
- Ability to work as part of a team.

8. QUALIFICATIONS

- Qualifications in an office/administration environment are desirable; and
- Previous experience in a service provider position would be desirable.

9. RELEVANT EXPERIENCE

The MSO should ideally have worked in a similar position in a support capacity as well as having practical experience and willingness to work with Indigenous people.

10. SKILLS

- The MSO should have reasonable computer skills in Microsoft Office including Windows, Word and Outlook;
- The MSO must have the ability to plan and coordinate multiple tasks in a timely manner; and
- The MSO should be able to demonstrate knowledge of the broader community with a strong customer service focus.

11. KNOWLEDGE

- The MUO should possess a sound knowledge or willingness to understand and learn Indigenous culture; and
- The MSO should possess a broad understanding of the following documents related to the General Gumala Foundation (and associated organisations):
 - a. The GAC Rule Book
 - b. GAC's Policies and Procedures Manual
 - c. Member Services Program Guidelines

12. CULTURAL AWARENESS

All employees are expected to continuously seek to learn and understand better ways of communicating and handling member-related issues in a culturally appropriate and sensitive manner. All employees are encouraged to pro-actively identify ways in which they can learn more about the traditions, culture and practises of aboriginal people, especially GAC's members and to seek guidance, direction and support from the CEO and/or his or her delegate.

13. PERSONAL QUALITIES

The MSO must have:

- A mature and professional approach;
- Personal commitment to learning and improving;
- A high personal ethical standard that can positively influence staff;
- A demonstrated commitment to positively engaging with local Indigenous people;
- Personal resilience and the ability to manage stressful and frustrating situations;
- A sense of humour and a sense of realism; and
- A high degree of self-sufficiency and the ability to work both by themselves and within a group context.

14. PERFORMANCE MANAGEMENT CYCLE

The performance management cycle for the MSO takes place over a 12 month period from the time of appointment and encompasses:

- A review by the HCM and /or his or her delegate within the three month probation period and after six months of employment; and
- An annual review by the CEO and /or his or her delegate.

15. KEY PERFORMANCE INDICATORS (KPIs)

The Individual KPIs for the current MSO's position are:

GAC Members' Services:

Focus: Providing GAC Members with individual services.

Indicators:

1. Handle member enquiries in accordance with GAC Member Service Charter and the Member Services Program Guidelines;
2. Liaises and develops positive relationships with GAC Members to enable GAC's Member Services to build and maintain effective customer relationships;
3. Ensures that at all times the most up-to-date information is provided to the members; in a culturally appropriate, sensitive and understanding manner;
4. Applications are processed in a timely manner and to a high degree of accuracy;
5. Anticipates Members' issues and rectifies problems that occur and supports the functions of the Member Services;
6. Undertakes any other ad hoc duties as directed by the CEO and/or his delegate; including providing briefing memos and background information on member issues.

GAC Programs

Focus: Providing GAC Members with individual Program information.

Indicators:

7. Assists all Members with their individual Program enquiries in a timely manner; and in a culturally appropriate, sensitive and understanding manner;
8. Contributes constructively and with a positive attitude to the on-going development of programs in conjunction with the CEO and/or his or her delegate; and
9. Informs the CEO and/or his or her delegate of Members' needs and emerging trends.

Compliance

Focus: Ensuring that all GAC policies, procedures and guidelines relevant to the role assist the organisation to be more member-focused and outcome-based.

Indicators:

- 10.** Ensures compliance with all GAC policies, procedures and guidelines (especially the Member Service Charter) and assists in formulating new documents if and when required in consultation with the CEO and/or his or her delegate; and
- 11.** Ensures all records are kept in a manner that can be easily retrieved, reviewed and made available to CEO and/or his or her delegate and relevant agencies, and that attention-to-detail is demonstrated at all times.

16. SELECTION CRITERIA

- Excellent interpersonal skills (negotiation, conflict resolution, customer service, complaints management and stakeholder management);
- Excellent written and verbal communication skills, including the ability to prepare a wide range of documents (reports, memos, submissions etc);
- Excellent numeracy skills;
- Professional demeanour and a high level of integrity, tact, discretion and confidentiality;
- Demonstrated commitment to continuing personal development (CPD);
- Demonstrated experience in or willingness to engage with Indigenous people and a sound understanding of Indigenous development issues;
- Sensitivity to and understanding of cultural and social justice issues as they apply to Indigenous people; and
- Capacity to work and live in a remote Indigenous community with associated social issues.

This Position Description meets organisational requirements and reflects the scope, duties and responsibilities of the intended position.

General Manager

Date Approved

Incumbent

Date Approved