

POSITION DESCRIPTION

Job title:	RAP Officer, Partner Success, Reconciliation Action Plan (RAP) Program
Reporting to:	RAP Program Manager (Partner Success)
Classification level:	RA Level 3
Salary range:	\$70,000 - \$80,000 per annum plus superannuation (inclusive of 17.5% leave loading)
Term:	Permanent
Reviewed:	June 2025

ORGANISATIONAL OVERVIEW

Reconciliation Australia is an independent, national, not-for-profit organisation promoting and facilitating reconciliation by building relationships, respect and trust between the wider Australian community and Aboriginal and Torres Strait Islander peoples. Our vision is for a just, equitable and reconciled Australia.

POSITION PURPOSE

The RAP Officer, Partner Success works with the RAP Program Manager, Partner Success to design and deliver training events that support effective development and implementation of transformational, sustainable RAPs. The role will support projects on training, networking and capacity building opportunities for the RAP network.

DUTIES

Stakeholder management	<ul style="list-style-type: none"> With support from the RAP Program Manager (Partner Success), build and maintain effective ongoing relationships with leading RAP partners across all levels of government, corporate, sport, education & training and not-for-profit sectors. Actively engage Aboriginal and Torres Strait Islander stakeholders to ensure high impact RAPs are aligned with and delivering on their priorities. Deliver strong customer service and effective communication with external stakeholders (enquiries, phone calls, emails, face-face meetings, presentations and representing the organisation at public events).
RAP Development and Implementation	<ul style="list-style-type: none"> Maintain strong knowledge and understanding of organisations within the RAP network. Manage relationships from a diverse portfolio of RAP organisations.

DUTIES	
	<ul style="list-style-type: none"> • Support the implementation of RAPs by providing customised insights and practicable recommendations to RAP organisations based on their reconciliation goals. • Maintain effective record and database management.
Participate in the delivery of best-in-class training	<ul style="list-style-type: none"> • Support Program Manager with providing excellent end-to-end customer service and event management to deliver on the RAP program's training plan goals. • Support projects to strengthen the collective impact of the RAP network and to create peer to peer learning opportunities. • Support the effective delivery of the RAP Conference. • Deliver presentations and participate in the promotion and management of events to increase the network and engagement of RAP partners and organisations. • Work collaboratively across the program and organisation to support achieving shared objectives. • Support the development of training plans. • Identify opportunities to improve processes deliver on partner success activities.
Other	<ul style="list-style-type: none"> • Undertake other tasks as directed by the General Manager, RAP Program and the RAP Program Manager (Partner Success).

SELECTION CRITERIA
<p>Essential:</p> <ul style="list-style-type: none"> • High level of understanding and awareness of Aboriginal and Torres Strait Islander peoples, cultures and issues, and demonstrated ability to engage key Aboriginal and Torres Strait Islander stakeholders in the work of Reconciliation Australia. • Excellent written and verbal skills with ability to communicate clearly and sensitively with First Nations stakeholders, senior leaders, and other RAP stakeholders. • Proven project management and organisational skills and ability to work with other staff to deliver results in a fast-paced environment. • Capacity to utilise a variety of software platforms to efficiently manage projects and facilitate effective communication with team members across diverse geographical locations. • Demonstrated interpersonal skills with an ability to work co-operatively in a team environment and build a positive team culture.

- Demonstrated ability to liaise effectively and build productive relationships with a wide range of stakeholders including government, corporate, sport, education and not-for-profit sectors.

Desirable:

- Experience and/or knowledge of events management platforms such as Eventbrite and Humanitix will be highly regarded.