

POSITION DESCRIPTION

Job title:	Officer – Reconciliation Action Plan Program (Development)
Reporting to:	RAP Program Manager (Development)
Classification level:	RA Level 3
Salary range:	\$70,000 - \$80,000 per annum plus superannuation (inclusive of 17.5% leave loading)
Term:	Full-Time Ongoing
Reviewed:	February 2026

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 Officer (Development) works closely with the RAP Program Manager (Development) and the broader team to grow the size and impact of the program by providing effective service delivery to new and existing RAP partners. The role has a strong customer service focus and oversees systems and processes which support the team.

DUTIES

Stakeholder Engagement	<ul style="list-style-type: none"> • Deliver seamless, customer-focused service by maintaining effective record and database management including lead processing in Salesforce. • Identify and respond to partner queries in a proactive and customer-focused way through management of the team inbox and phone support. • Support the successful development and implementation of RAPs by providing answers to common RAP development and process enquiries. • Support outreach activities to engage with RAP organisations and Aboriginal and Torres Strait Islander stakeholders to work collaboratively with Reconciliation Australia. • Identify opportunities to improve processes to increase efficiency and deliver outcomes.
Industry/Portfolio Engagement	<ul style="list-style-type: none"> • Under the supervision of the RAP Program Manager (Development), provide detailed guidance on the development and implementation of RAPs in assigned portfolio(s).

DUTIES	
	<ul style="list-style-type: none"> • Provide customised insights and practical recommendations to RAP partners based on their reconciliation goals. • Participate and support Reconciliation Industry Network Groups (RINGS) in assigned portfolios. • Monitor key reconciliation issues, trends and risks within assigned portfolio(s).
Events	<ul style="list-style-type: none"> • With support, deliver online presentations that increase engagement with RAP partners. • Attend and participate in RAP partner events and activities.
Projects	<ul style="list-style-type: none"> • Assist the RAP team in the delivery of projects to support the strategic direction of the program. • Undertake other tasks as directed by the RAP Program Manager (Development) including testing of Salesforce enhancements.
Teamwork Expectations	<ul style="list-style-type: none"> • Work as a positive and proactive member of the RAP team. • Actively participate in career planning and identify opportunities for professional development.

SELECTION CRITERIA
<p>Essential:</p> <ol style="list-style-type: none"> 1. 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. 2. Demonstrated ability to liaise effectively and build productive relationships with a wide range of stakeholders. 3. Strong stakeholder management skills, demonstrated by experience in a customer service or similar role. 4. Demonstrated analytical and problem-solving skills. 5. Proven time management and organisational skills to successfully meet deadlines in a fast-paced environment. 6. Excellent written and oral communication skills, including willingness to deliver presentations to key stakeholders. 7. Demonstrated interpersonal skills with an ability to work collaboratively in a team environment.

Desirable:

1. Demonstrated experience managing customer relationships, including responding to and triaging ticket and call requests through structured systems and processes.
2. Proven experience using Salesforce or a comparable Customer Relationship Management (CRM) system.
3. Professional experience working within corporate, government, education, or not-for-profit sectors.
4. Experience of being involved in the development and implementation of Reconciliation Action Plans or delivery of programs that focus on Aboriginal and/or Torres Strait Islander specific requirements.