

## POSITION DESCRIPTION

<b>Job title:</b>	Senior Officer – Reconciliation Action Plan Program (Outreach)
<b>Reporting to:</b>	RAP Program Manager (Outreach and Impact)
<b>Classification level:</b>	RA Level 4
<b>Salary range:</b>	\$90,000 - \$94,000 per annum plus superannuation (inclusive of 17.5% leave loading)
<b>Term:</b>	Full-Time Ongoing
<b>Reviewed:</b>	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 Senior Officer (Outreach) works closely with the RAP Program Manager (Outreach and Impact) to broaden and deepen engagement with the RAP network and enhance the impact of the program. The role collaborates with new and existing RAP partners, with a particular focus on encouraging organisations from high priority sectors to join the network. The role contributes to internal projects within the organisation, including supporting the complaints management process and contributing to our research and reporting work.

### DUTIES

Stakeholder Engagement	<ul style="list-style-type: none"> <li>• Build and maintain effective ongoing relationships with key stakeholders and partners across all levels of government, corporate, education &amp; training and not-for-profit sectors, closely collaborating on challenging and innovative projects.</li> <li>• Develop and maintain a targeted outreach plan to expand participation in the program and proactively identify and engage high impact organisations.</li> <li>• Actively engage Aboriginal and Torres Strait Islander stakeholders to ensure RAPs are aligned with and delivering on their priorities.</li> </ul>
RAP Development and Implementation	<ul style="list-style-type: none"> <li>• Manage a diverse portfolio of leading RAP partners.</li> <li>• Identify high priority organisations within the RAP network and understand the strengths and challenges experienced by organisations.</li> <li>• Support the successful implementation of RAPs by providing strategic insights and feedback to enhance impact.</li> <li>• Participate and support Reconciliation Industry Network Groups (RINGS) in assigned portfolios.</li> </ul>

<b>DUTIES</b>	
	<ul style="list-style-type: none"> <li>• Monitor key reconciliation issues, trends and risks within assigned portfolio(s).</li> <li>• Deliver presentations and participate in the promotion and management of events to increase the network and engagement of RAP partners and organisations.</li> <li>• Maintain effective record and database management.</li> <li>• Strengthen approaches to maintain RAP partner retention and engagement.</li> </ul>
Outreach and Impact Projects	<ul style="list-style-type: none"> <li>• Support the complaints management process for the RAP program, working alongside the RAP Program Manager (Outreach and Impact).</li> <li>• Support the roll out of the RAP Impact Survey and Workplace RAP Barometer each year.</li> <li>• Support strategic initiatives deepen RAP partner engagement at an industry level.</li> </ul>
RAP Program Improvements	<ul style="list-style-type: none"> <li>• Assist the General Manager, Senior Managers and Program Managers with the strategic direction for the team by organising workflow, sharing resources and initiating ideas for business development.</li> <li>• Deliver seamless customer focused service supported by simplified and efficient processes.</li> <li>• Identify opportunities to improve processes deliver on outreach activities.</li> <li>• Contribute to projects focused on deepening engagement with the RAP network and First Nations stakeholders.</li> </ul>
Support RAP Officers	<ul style="list-style-type: none"> <li>• Provide leadership and mentoring to junior staff in the RAP team.</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Undertake other tasks as directed by the General Manager, RAP Program.</li> </ul>

<b>SELECTION CRITERIA:</b>
<p><b>Essential:</b></p> <ol style="list-style-type: none"> <li>1. High level of understanding and awareness of Aboriginal and Torres Strait Islander peoples, cultures and matters, and demonstrated ability to engage respectfully with key Aboriginal and Torres Strait Islander stakeholders in the work of Reconciliation Australia.</li> <li>2. Excellent written and verbal stakeholder engagement skills with ability to communicate clearly and sensitively with First Nations stakeholders, senior leaders, and other RAP stakeholders.</li> <li>3. Proven project management and organisational skills and ability to work with other staff including First Nations to deliver results in a fast-paced environment.</li> <li>4. Capacity to utilise a variety of software platforms to efficiently manage projects and facilitate effective communication with team members across diverse geographical locations.</li> </ol>

5. Demonstrated interpersonal skills with an ability to work co-operatively in a team environment and build a positive team culture.
6. 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:**

7. Experience using data and insights to implement a Reconciliation Action Plan and/or similar ESG strategy.
8. Consulting or professional experience working within the corporate, government, education and not-for-profit sectors.
9. Experience supporting complaints processes.