



Dhimurru Aboriginal Corporation

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Dhimurru Business Support Officer

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Primary Objectives

Your role at Dhimurru is to help achieve its vision. The Business Support Officer provides Customer Service, processes Recreation Area Permits, undertakes general Administration and IT duties as directed. You will have strong communication skills and has a high level of computer literacy. We are looking for a highly motivated person who can work in a cross cultural environment, has strong communication skills, can work independently or in a team, and will bring a positive customer focussed outlook to work each day.

Dhimurru Vision Statement

Dhimurru's vision is guided by the wisdom of our elders who founded Dhimurru. They have inspired us in our work. They exhorted us to look after the land for those who will follow, to protect and maintain it. In 1990 on behalf of the elders Roy Dagayrja Marika said, "Be firm and strong for the land, and the strength of your solidarity will sustain you in your cause

"The land will exist forever. It must be protected so that it will remain the same, so that it can be seen in the same way that the elders saw it in the past. Our vision and hope is that Yolŋu will continue to use the land for all the generations to come."

The elders said, "We the old people hope that Dhuwa and Yirritja land will continue to be looked after through the connection of yothu yindi.

"All the land is Yirritja and Dhuwa. Our songs, our law, our sacred art, our stories are embedded in the land, which is the foundation of our knowledge. That's how we see the land; that is what our Land Rights Act says.

"The decision-makers are the landowners, the clans that are connected through Yothu Yindi and Mari-Gutharra kinship. They have placed certain areas in the hands of the Dhimurru Committee, which authorises the Dhimurru Rangers to manage and preserve, maintain and protect the areas designated for recreation use.

"The landowners put the recreation areas in Dhimurru's hands to manage. They envisage one committee, one voice, and one body under one umbrella, Dhimurru Land Management. Only Yolŋu will make decisions for this land, not government officials or any other person who is not a landowner.

"We envisage working together with the Parks and Wildlife Commission; we need their help in making our vision a reality. But the only people who make decisions about the land are those who own the law, the people who own the creation stories, the people whose lives are governed by Yolŋu law and belief."

Key Responsibilities

- 1) Staff the Dhimurru front counter to provide advice and assistance to clients on the phone, via email and face to face on Recreation Areas, permits and the role of Dhimurru in the management of Dhimurru Indigenous Protected Area.

- 2) Maintain the Dhimurru Online Permit System/Database and administration of the system including, issuing permits, managing data entry, exporting and reporting on data within the system, issuing permit renewal notices, maintaining the infringement database.
- 3) Develop, maintain and update visitor information including brochures, website and social media sites. Review periodically the accuracy of information delivered to clients.
- 4) Clerical duties, including reception, preparation of mail, management of correspondence including filing, organisation of and minute taking for various meetings including the Dhimurru Board, event and meeting catering, other front office administration tasks. Assist with Payroll using MYOB and other administration and finance tasks when required.
- 5) Manage and maintain various databases for quality control, input, collation, analysis and output including Filing System, Reference Catalogue, Asset Register, Stakeholder Meetings and Image Database.
- 6) Work with Dhimurru's IT consultant to manage IT systems including VoIP phone system, backups, network/server maintenance, software installation and updates, purchasing and set up of IT equipment.
- 7) Maintain the Dhimurru website and social media accounts. Create PowerPoints and articles for presentations, website and displays.
- 8) Manage Dhimurru Short Stay Accommodation and Conference Room bookings.
- 9) Provide administrative assistance to Business Services Manager, Executive Staff, Directors, Facilitators and Rangers.
- 10) Participate in, or deliver, any reasonable work-related training, as directed by the Corporation.
- 11) Other duties as reasonably directed.

Selection Criteria

To apply for this position please address in not more than half a page per criteria, how your skills meet each of the essential skills and qualifications. Identify the skills you have, and use an example to demonstrate your competence for each criterion.

Essential Skills and Qualifications:

- 1 A demonstrated ability to work in a cross cultural environment, show respect and sensitivity to Indigenous people, their culture and priorities
- 2 Demonstrated ability to work as part of a team, prioritise work tasks, meet timeframes and work unsupervised at a front counter/reception area and support staff to undertake day to day administration tasks.
- 3 Have sound oral and written communication skills, including experience in a customer service focussed environment, minute taking for meetings, writing posts for Facebook and other social media.
- 4 Have sound computer skills including knowledge of Microsoft/Windows based programs, database management and IT problem solving skills and have the ability to learn office IT management systems including installation of software and set up of new computers for the organisation and trouble shooting.

Desirable Skills and Qualifications:

- Have knowledge or understanding of Indigenous Protected Area management.
- Experience with database software such as Access, accounting software particularly MYOB and web design and general IT management processes.

Required/Mandatory

- Current Driver's licence or ability to obtain within the probationary period.

How we work

This position has a six-month probation.

You will be required to participate in periodic staff performance appraisals with your supervisor. These will be conducted in accordance with the Dhimurru Procedures and Delegations manual as amended from time to time.

The Dhimurru has an Enterprise Agreement which defines your working conditions and pay increase details. Your hours of work: 8.00am to 4.21pm (we work under Flextime arrangements).

This position is advertised as full time, but we are willing to negotiate flexible or part-time work hours during the interview process.

To find out more about Dhimurru Aboriginal Corporation and its work go to: www.dhimurru.com.au