



## About Taribelang Aboriginal Corporation

Taribelang Aboriginal Corporation (TAC) represents the Traditional Owners, the Taribelang Bunda, of the Bundaberg region.

Over its 6 years of operation, TAC has led the development of Aboriginal community engagement in the Bundaberg region and has established partnerships with education, tourism, conservation and land management agencies to support future skills, community capacity building and employment.

Key result areas for TAC are:

- Culturally inclusive leadership and governance.
- Provide an excellent tourism product in Taribelang Bunda Cultural Tours
- Provide authentic and honest cultural information.
- Education engagement and excellence.
- Social enterprise development.
- Ensure our training workshops are engaging, enjoyable, relevant and practical.
- Land, sea and cultural heritage rehabilitation and preservation.
- Supporting and caring for our people and culture.

We are a growing and expanding Corporation to ensure better outcomes for Indigenous peoples.

## About the Role

TAC is seeking a Tour Guide / Administration Officer who will provide tour guiding on Taribelang Bunda Cultural Tours and provide administration support for this business. This position will also be responsible to liaising with community to further Taribelang Bunda Cultural Tours and other TAC entities. This position is an Indigenous identified position and will be a temporary full-time position for 12 months with the outlook to continue on permanently. This position will be 38 hours per week working Tuesday to Saturday. Salary is negotiable (\$50,000 - \$65,000) upon experience and relevant skills. It is also a requirement of this role that you be fully vaccinated against COVID-19.

## How to Apply

To apply for this rewarding job, please submit a cover letter outlining why you'd be perfect for this role addressing the selection criteria, along with your resume. Applications to be sent to [ceo@taribelang.com.au](mailto:ceo@taribelang.com.au) and will be shortlisted on a rolling basis so get your application in quick. Only applicants invited for interview will be contacted.

## **POSITION DESCRIPTION**

### **POSITION DETAILS**

<b>Position Title</b>	<b>Tour Guide &amp; Administration Officer</b>
<b>Location</b>	Taribelang Aboriginal Corporation office
<b>Award</b>	Amusement, Events and Recreational Award 2021
<b>Date prepared</b>	May 2022
<b>Position Purpose</b>	The focus of this position is to: <ul style="list-style-type: none"><li>■ Provide administrative support to Taribelang Aboriginal Corporation and its entities</li><li>■ Present and provide tour guiding for Taribelang Bunda Cultural Tours</li></ul>
<b>Reports To (Position Title)</b>	Board of Directors – Taribelang Aboriginal Corporation
<b>Roles Reporting To This</b>	<b>Nil</b>
<b>Key Relationships / Interactions</b>	<ul style="list-style-type: none"><li>• Board of Directors – Taribelang Aboriginal Corporation</li><li>• Customers</li><li>• Stakeholders</li><li>• Contractors / Consultants</li><li>• Government Departments</li><li>• Members of the Public</li></ul>

## KEY RESPONSIBILITIES

Key Result Area	Major Tasks
<b>Job Specific Responsibilities and Duties</b>	<ol style="list-style-type: none"> <li>1. Perform administrative support for all aspects of Taribelang Aboriginal Corporation.</li> <li>2. Ensure that appropriate record keeping, in line with legislative and Taribelang Aboriginal Corporation requirements, is undertaken at all times.</li> <li>3. Provide exceptional customer service at all customers of the Taribelang Aboriginal Corporation, including via face to face, phone and email.</li> <li>4. Provide and present excellent tour guiding, ensuring a professional, authentic, safe and enjoyable experiences for customers.</li> <li>5. Maintain accurate booking and financial records including completing and when required daily reconciliations and stock management through a point-of-sale system.</li> <li>6. Create, maintain and enhance relationships with businesses, consultants and stakeholders.</li> <li>7. From time to time there may be a directive from the Taribelang Aboriginal Corporation Board of Directors to deliver certain projects or time lined tasks that aim to further capacity building for TAC's entities.</li> <li>8. It is expected that the officer undertake other reasonable duties and tasks requested by Management within the officers capabilities.</li> </ol>
<b>Communication &amp; Interpersonal Responsibilities</b>	<ol style="list-style-type: none"> <li>1. Provide information to stakeholders on the progress of work tasks as required and/ or when requested.</li> <li>2. Assist in promoting project outcomes through appropriate communication mechanisms.</li> <li>3. Provide open and honest communication with stakeholders and peers.</li> <li>4. Project and promote the image of Taribelang Aboriginal Corporation and its entities as being efficient, courteous and customer based focus.</li> <li>5. Effectively communicate with different levels of the Taribelang Aboriginal Corporation from Chair, Directors, Elders, team members, volunteers and the public.</li> </ol>
<b>Workplace Health and Safety Responsibilities</b>	<ol style="list-style-type: none"> <li>1. Assist to ensure the work environment complies with workplace health and safety legislation by reporting accidents and potential hazards to a Director of Taribelang Aboriginal Corporation using the appropriate form/system in a timely manner.</li> <li>2. Ensure you comply with correct use and storage of personal protective equipment.</li> <li>3. Take reasonable care for their own health and safety and the health and safety of other people who may be affected by their conduct in the workplace</li> <li>4. Not willfully place at risk the health or safety of any person in the workplace</li> </ol> <p>Not willfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare</p>
<b>Confidentiality and Privacy</b>	<ol style="list-style-type: none"> <li>1. Keep all confidential information, whether written or verbal, as well as any intellectual property developed completely confidential, even after completion of employment.</li> <li>2. Ensure compliance with: <ul style="list-style-type: none"> <li>• Right to Information Act 2009</li> <li>• Information Privacy Act 2009</li> </ul> </li> </ol>

## PERSON SPECIFICATION

<b>Qualifications &amp; Experience</b>
<b>Qualifications in</b> <ul style="list-style-type: none"><li>■ Certificate III Tourism or equivalent study or experience (Desirable).</li></ul>
<b>Demonstrated experience in:</b> <ul style="list-style-type: none"><li>■ Providing confidential, client-focused high quality administrative support.</li><li>■ Providing excellent tour guide experiences</li><li>■ Using systems to achieve workflows, meet deadlines and report to customers.</li><li>■ Managing outcomes within set guidelines including responding to correspondence.</li></ul>
<b>Technical Skills &amp; Abilities</b>
<ul style="list-style-type: none"><li>■ Ability to gather data from information systems to ensure efficient and effective delivery of customer requirements.</li><li>■ Strong interpersonal, oral and written communication skills, with the ability to consult, communicate effectively in a multidisciplinary environment within set guidelines.</li><li>■ Ability to prioritise tasks from multiple customers, meet deadlines and work with general supervision.</li><li>■ Generate documents and maintain records including preparing correspondence and track responses</li></ul>

## SELECTION CRITERIA

<b>Essential Skills, Experience &amp; Qualifications</b>
<ol style="list-style-type: none"><li>1. Previous experience within a similar role is essential.</li><li>2. Provide confidential, client-focused quality administrative support to a range of stakeholders.</li><li>3. Work independently and as a part of a team in a professional and positive manner with the ability to be tactful and discrete when dealing with matters of a sensitive nature.</li><li>4. Prioritise tasks, meet deadlines and workflows using software packages.</li><li>5. Communicate effectively and present a customer focused approach to people at all levels within the public and private sectors.</li><li>6. Present excellent tour guiding, providing a professional, authentic, safe and enjoyable experiences for customers.</li><li>7. Hold current "C" class drivers licence, hold current "LR" class drivers licence or be willing to obtain one, hold current Working with Children's Check (Blue Card) and able to provide a satisfactory Criminal History Check - Police Certificate (Australia wide - name only).</li></ol>