

Business Support Officer

Location:	Collingwood Office / hybrid arrangements
Reports to:	Facilities Manager
Team:	Shared Services – Business Services
Classification:	Level 2
Salary Range:	\$77,224 - \$83,524
Employment Type:	Full time
Employment Status:	Ongoing

About Gellung Warl

Gellung Warl - meaning 'tip of the spear' in Gunaikurnai language - is a First Peoples' representative and deliberative body, underpinned by Aboriginal Lore, Law and Cultural Authority.

Gellung Warl is established as a statutory corporation under the Treaty Act. It is made up of three arms that work together:

- the First Peoples' Assembly, the political decision-making arm
- Nginma Ngainga Wara, an independent government oversight and accountability arm and
- Nyerna Yoorrook Telkuna, an independent mechanism for ongoing truth-telling.

Gellung Warl is guided by the Ngarrakeetoong Martongakeeyt (Community Vision) and is answerable to Community through the Larbargirrar Gnuurtak Tulkuuk (Community Governance and Answerability Framework), which sets out how Gellung Warl engages with and is answerable to First Peoples in Victoria.

Gellung Warl's underlying purpose is to promote collective self-government, self-determination and empowerment of Traditional Owners and Aboriginal Victorians, including by:

- by representing First Peoples in Victoria and exercising decision-making powers in relation to First Peoples in Victoria
- representing First Peoples in Statewide Treaty negotiations with the State, including undertaking ongoing Statewide Treaty negotiations, and supporting Traditional Owner treaty-making
- providing for ongoing truth-telling and healing

- advising the Parliament and the State government in relation to matters that affect First Peoples and holding the State government to account in relation to its commitments to, and the impact of its actions on, First Peoples.

Role Purpose

The purpose of this role is to provide comprehensive administrative, operational and business support services that contribute to the efficient and effective functioning of Gellung Warl. The role assists in coordinating business services operations to ensure the workplace is well maintained, responsive and operational focused. Working collaboratively with internal and external stakeholders, the position supports the smooth day to day operation of the office by delivering culturally safe, high-quality administrative services, maintaining effective systems and processes and contributing to a positive and productive work environment.

This role requires the ability to navigate a complex and culturally sensitive environment, ensuring administrative and business services activity upholds Gellung Warl's cultural authority, priorities and values while maintaining constructive relationships with colleagues, Traditional Owners, communities, stakeholders, visitors and service providers.

As part of Business Services, the Business Services Officer provides practical support across reception, enquiries, meeting coordination, office supplies, records and facilities-related administration, working closely with the Facilities Manager and relevant internal stakeholders to ensure daily operations are timely, accurate and aligned with organisational priorities. The role helps ensure Gellung Warl's office environment is welcoming, well organised and delivered in support of broader organisational and Treaty objectives.

Accountabilities

Core:

- Ensure decisions and actions align with Gellung Warl's governance framework, operational requirements and statutory obligations.
- Engage respectfully with Traditional Owners and uphold cultural authority in all interactions.
- Work collaboratively across Gellung Warl to support office operations, visitor experience and alignment of business services activity with organisational priorities.
- Maintain constructive working relationships with colleagues, stakeholders, visitors, contractors and community representatives to support effective business services outcomes.
- Model Gellung Warl's values and expected behaviours.
- Contribute positively to a culturally safe, inclusive and respectful workplace.

Specific:

- Support the Facilities Manager by coordinating operational priorities and delivering accurate, timely and high-quality administrative and business support services.
- Providing administrative support across the business as required.
- Ensure administrative activities comply with Gellung Warl policies and legislative requirements.
- Contribute to the effective operation of the office by maintaining organised systems, resources and workspaces ensuring they are well maintained for staff, Members and visitors.
- Act as the first point of contact for business services enquiries via phone and email.
- Monitor shared inboxes and respond to enquiries in a timely manner.
- Provide Office Reception support and coverage when required.
- Deliver high-quality services that meet organisational standards and stakeholder expectations.
- Support onboarding and administrative requirements for new staff.
- Assist with the coordination of internal meetings and gatherings, including room set-up, visitor arrangements and organising catering.
- Liaise with contractors and service providers, such as cleaning and maintenance providers, in line with organisational processes and under the guidance of the Facilities Manager.
- Provide support to regional offices as needed and directed. Some travel maybe required.
- Build collaborative relationships across teams and stakeholders.
- Maintain records in accordance with privacy and record management standards.
- Actively review existing administrative procedures, identify gaps and recommend solutions to improve overall service delivery.
- Undertake other duties consistent with the responsibilities and classification of the role.

Key Selection Criteria

Planning & Organisation

- Strong organisational planning and operational coordination skills, with the ability to manage competing priorities and changing demands.
- Demonstrated ability to plan, prioritise workloads, manage time effectively and deliver outcomes within agreed timeframes.
- Attention to detail and accuracy.
- Strong problem solving and initiative skills.
- Ability to maintain confidentiality and professionalism.

Communication Skills

- Highly developed communication and interpersonal skills with a collaborative approach that fosters positive working relationships across all levels of the organisation.
- Proven ability to establish rapport and communicate with sensitivity, discretion, and professionalism in variety of workplace situations.

Digital Capability and documentation accuracy

- Demonstrated proficiency using Microsoft 365 and other relevant business systems.
- Ability to maintain high accuracy in data entry and document management tasks.

Critical Thinking & Judgement

- Ability to think strategically and align work with organisational priorities.
- Demonstrated capacity to analyse complex issues and develop practical solutions.

Personal Effectiveness

- Demonstrated initiative and accountability.
- Ability to work independently and collaboratively.
- High level of professionalism, integrity and discretion.
- Commitment to delivering high-quality outcomes.

Cultural Capability

- Passionate about being part of reform to benefit First Peoples in Victoria.
- Ability to work respectfully with First Peoples, Traditional Owners and Aboriginal communities.
- Demonstrated understanding of cultural safety and culturally responsive practice.
- Ability to build respectful, collaborative and culturally informed relationships.
- Commitment to Gellung Warl's values and organisational purpose.

Experience & Qualifications

- Relevant qualification in Business Management/Administration or extensive experience in a business support role.
- Experience providing high level administrative and operational support to management and professional staff.
- Strong multitasking skills, with proven ability to manage competing priorities and prioritise workloads.
- Sound knowledge of administrative systems and procedures.
- Ability to build and maintain effective relationships with internal and external stakeholders.
- Hold a current Victorian Driver's License.

- Ability to travel and stay overnight across Victoria as required.
- As part of our commitment to child safety and in line with the Working with Children Act 2005 (Vic), all roles within Gellung Warl require a valid Working with Children Check (WWCC).

Desirable:

- Experience supporting Treaty, Indigenous rights, constitutional, governance or major reform processes.
- Knowledge of Victoria's First Peoples policy, legislative and governance environment.

Values

From time to time the First Peoples' Assembly will develop and adopt values to give practical expression to the objects and principles in section 2 of the *Statewide Treaty Act 2025 (Vic)*. Until adoption, the objects and principles in section 2 of the Statewide Treaty Act stand as the Gellung Warl Values applicable to all Gellung Warl staff members.

Other Relevant Information

Gellung Warl employees need to disclose any pre-existing illness or injury that they know about which could be reasonably foreseen to be affected by the described work duties. Pursuant to section 41 of the *Workplace Injury Rehabilitation and Compensation Act 2013 (Vic)*, failure to disclose such a condition will mean that if employed, you will not be paid compensation for that condition.

Gellung Warl requires declarations and personal information relevant to your employment. The collection and handling of this information will be consistent with the requirements of the *Privacy and Data Protection Act 2014 (Vic)*.

Gellung Warl is committed to creating a workplace of inclusion and diversity. When it comes to our people, we:

- are committed to advancing First Peoples' employment by fostering a culturally safe workplace and supporting the recruitment, retention, and development of First Peoples.
- focus on ability, not disability, and will make reasonable adjustments wherever requested.
- welcome individuals who weren't born in Australia, speak English as a second language, and practice different faiths. We also respect and welcome people who express their gender, sex, and sexuality in different ways
- consider that people with more life experience have a lot of wisdom to offer.

Gellung Warl employees must uphold Gellung Warl's commitment to inclusion and diversity by role modelling inclusive and respectful behaviours, in line with Gellung Warl's values, capabilities and policies.

Gellung Warl is a Child Safe organisation committed to the health, wellbeing and safety of children and young people. This commitment is taken seriously, and all employees are expected to maintain a valid Working with Children Check, and be cognisant of, and act consistently with, Gellung Warl's expectations about child safe principles and behaviours.

Gellung Warl requires all successful applicants to undertake a National Police Check. Employment will be conditional upon a satisfactory outcome.

As per the *Occupational Health and Safety Act 2004 (Vic)*, Gellung Warl employees must take reasonable care for the health and safety of themselves and others and not put others at risk by any act or omission. Employees must cooperate with Gellung Warl about any action taken to meet OHS obligations, this includes following safe work practices and reporting incidents and hazards.

Employees must not intentionally or recklessly interfere with or misuse anything at the workplace to support health, safety, and welfare.