



POSITION INFORMATION

Job Title:	Relationship Coordinator
Reports To:	Direct Report to Senior Regional Operations Manager – Remote Hospitality Soft Report to General Manager - Wilpena
Number of Direct Reports:	No Subordinate
Location:	Discovery Resorts - Wilpena
Position Type:	Full time, Permanent

JOB PURPOSE

The purpose of the Wilpena Relationship Coordinator is to develop and maintain long-term positive relationships between the Management team at Wilpena, Indigenous staff and the Adnyamathanha community. This is to ensure that the G’day Group meets all agreed obligations under the Partnering Agreement and provides on-site support and mentorship for our Indigenous team.

MAIN OBJECTIVES

1.	Support and advise the Wilpena General Manager in continual improvement and co-design of Aboriginal participation and community relationships including an agreed action plan with well-defined deliverables, aligned to the Partnering Agreement.
2.	Onsite liaison for the Indigenous staff to support wellbeing, assist to develop confidence in the workplace and provide guidance to the Wilpena leadership team.
3.	Lead the planning, implementation and reporting on Wilpena Partnering Agreement obligations; including meetings and communication; Indigenous employment; regular cultural awareness training for employees and quality Aboriginal cultural tourism experiences etc. at Wilpena.
4.	With consultation, develop and communicate strategies, standards, systems, and policies that drive and support Aboriginal participation across Wilpena.
5.	Work with the Partnering Committee (PC) to agree on measurable and transparent Aboriginal participation objectives and create communication plans and reporting to meet the goals of the Agreement.
6.	Work with G’day Group to ensure compliance under the Agreement is in line with G’day Group policies and procedures.
7.	Advise and support the shaping and development of new commercial and customer-focused experiences and opportunities in partnership and collaboration with the PC and relevant stakeholders.
8.	Establish and maintain effective external networks and partnerships to enable the delivery of Partnering Agreement obligations. This will include identifying key stakeholders, understanding their needs, concerns and build confidence.
9.	Support Wilpena development proposals through coordination of heritage management procedures set out in the Partnering Agreement, including the timely notification of and liaison with ATLA about development proposals; coordination of heritage surveys and reporting; liaison with relevant native title holders and implementation of cultural heritage management plans.
10.	Ensure that heritage obligations and management requirements affecting development proposals and operational activities are widely understood within the Wilpena management team, the G’day Group and Wilpena staff.
11.	Prepare budgets to advise Wilpena of relevant costs of undertaking specific projects relating to the Partnering Agreement (e.g., undertaking heritage surveys) and track budgets.



12.	Work with the RC and other stakeholder in the planning, development and conduct of Aboriginal Cultural Tourism activities.
13.	In liaison with WAC prepare agendas, minutes, meeting materials, and reports for PC meetings.
14.	In collaboration with the RC and ATLA, develop, manage and monitor cultural information related to the Adnyamathanha community provided to the general public, including on-line information, signage, booklets, pamphlets and other information distributed by Wilpena and provided during tourism activities.
15.	Coordinate the provision of cultural awareness training to employees and contractors of Wilpena and undertake any other steps that may be necessary to improve understanding and relationships with Adnyamathanha community.
16.	Manage and oversee Wilpena employment and training programmes for Indigenous staff.

KEY RELATIONSHIPS	
<p>Internal:</p> <ul style="list-style-type: none"> • Senior Regional Operations Manager – Remote Hospitality • General Manager, Wilpena • Remote Hospitality Operations Team • People & Culture team • Finance team • Marketing team 	<p>External:</p> <ul style="list-style-type: none"> - The Wilpena Partnering Committee - The Adnyamathanha community - Local tourism authorities/operators - Industry and Government bodies - Job networks and training organisations

ESSENTIAL REQUIREMENTS	DESIREABLE REQUIREMENTS
<p>Skills / Qualifications:</p> <ul style="list-style-type: none"> • Experience in building and maintaining strong relationships with Aboriginal stakeholders. • Experience working with Aboriginal people, including knowledge of Aboriginal cultures, languages and histories. • Experience in contract management. • A highly developed understanding of organisational systems that support Aboriginal engagement and collaboration. • Strong communication skills, including across cultural and linguistic boundaries, including the use of plain English for speakers of English as a second language. • High level written communication skills, including the ability to prepare clear and authoritative reports, submissions, tenders, proposals, and other materials. • Demonstrated experience in leading organisational change and developing systems in support of Aboriginal engagement and collaboration. • Intermediate MS Office skills, including Word, Excel, PowerPoint, Outlook, Teams and collaboration tools. • Experience managing finances and budgets. • Highly personable engaging and empathetic personality. 	<p>Skills / Qualifications:</p> <ul style="list-style-type: none"> • Experience working with Aboriginal people specifically in the tourism industry and developing Aboriginal cultural tourism products. • Experience working with, or knowledge of, the Aboriginal people of the Flinders Ranges region. • Proven ability in developing content rich programs and tourism experiences devised through strong engagement and co-design principles. • Tertiary qualifications in a related discipline such as Aboriginal Studies, Anthropology, History, Tourism or Cultural Tourism. • 5+ years' experience working in program management. • Food and Beverage, Hospitality and/or tourism industry experience (advantageous). • Mediation and conflict resolution skills.

Acknowledged: _____ (Print Name) _____ (Signature) _____ (Date)