

Queensland Indigenous Business Network (QIBN)

Position Description

Role Title	Hub Coordinator
Type	Full-time
Business Unit	SEQ Head Office
Reporting to	Business Hub Manager
Award Classification	<i>Clerks Private Sector Award [MA000002]</i>
Location	Brisbane QLD

About Us

The Queensland Indigenous Business Network (QIBN) is the newly established state representative body for Indigenous businesses in Queensland. We seek to advance the economic development and growth of Indigenous businesses by:

- providing a range of business support services that will assist members to grow & mature;
- facilitating linkages and connections with government and the corporate sector, especially around procurement; and
- promoting Indigenous businesses on a state, national and global level

Position Summary

The QIBN Hub Coordinator will serve as the central point of contact and operational leader for the hub, ensuring seamless coordination and efficient functioning of activities and services. This individual will oversee daily operations, facilitate communication between stakeholders, and support the hub's strategic goals by implementing programs, managing resources, and fostering collaboration.

To perform this role, it is essential that the person is an Aboriginal or Torres Strait Islander person. It is therefore a genuine occupational requirement under section 25 of the Anti-Discrimination Act 1991

Key Responsibilities

The key responsibilities of the role are:

Cultural Leadership & Advocacy

- Support cultural values, integrity and transparency within the organisation, suppliers and members.
- Support individual and organisational cultural learning.
- Respect and embed cultural practices and knowledge.

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- Support and develop the organisation's First Nations workforce.

Hub Coordinator

- Operations Management - manage the hub's daily operations by overseeing workflows, coordinating schedules, tracking project timelines, managing logistics, and developing and monitoring operational policies and procedures.
- Stakeholder Engagement - act as the primary liaison with partners, and external stakeholders, fostering collaboration and maintaining engagement through consistent communication and updates.
- Program Coordination - plan, execute, and evaluate hub programs to align with organizational objectives, maintaining accurate records and providing recommendations for continuous improvement based on outcomes and stakeholder feedback.
- Resource Management – actively seek local investment and oversee the allocation and utilization of resources, ensuring the hub is equipped with necessary supplies, technology, and infrastructure while monitoring budgets to maintain cost-effective operations.
- Reporting and Compliance - prepare and present reports on hub performance, achievements, and challenges while ensuring compliance with organizational policies, safety standards, and legal requirements.
- Innovation and Improvement - drive operational efficiency by identifying and implementing process improvements while staying updated on industry trends and incorporating innovative practices into the hub's activities.

General

Adopt a professional approach to own personal accountability, including:

- Organise workload and prepare for work.
- Review and maintain a high standard of work.
- Share knowledge and appropriate information with team members and relevant stakeholders.
- Participate in performance reviews and discussions.
- Maintain working relationships with leadership, all staff, and volunteers to foster a positive workplace culture.
- Perform other duties within skill, competence, and training limits.

Quality Assurance/Health & Safety

- Comply with all policies and procedures.
- Comply with all WHS (Work Health and Safety) policies and procedures to maintain a safe working environment.

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- Take reasonable care for self and others' health and safety and avoid adversely affecting any other person's health and safety through any act or omission at work.
- Report all WHS incidents.

Skills & Experience

Qualifications

- Qualifications in business management, administration/ operations, community development or a related field.

Experience

- Previous operational leadership and coordination experience with a proven track record of successful stakeholder collaboration and engagement strategies.
- Demonstrate proficiency in leadership fundamentals, stakeholder management, advocacy and collaboration.

Skills

- Strong analytical skills to interpret data and translate insights into actionable strategies.
- Proficiency in office software and tools, including CRM Systems and analytic platforms.
- Excellent communication skills, both written and verbal.

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Key Selection Criteria

Please address the following criteria:

- Demonstrated knowledge and experience working with Aboriginal and Torres Strait Islander peoples and communities.
- Qualifications or experience in business management, operational leadership, community development or a related field.
- Previous experience in operational leadership and coordination with a proven track record of successful stakeholder collaboration and engagement strategies.
- Excellent communication skills, both written and verbal.
- Strong organisational skills and attention to details.
- Proficiency in Microsoft Office and other software applications.
- Demonstrated ability to work independently and collaboratively within a team environment.

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