



Australian
Charities and
Not-for-profits
Commission

Advice Services Officer (Indigenous affirmative measure)

Location: Melbourne CBD

Join our Advice Services team in providing personalised support to Indigenous and Torres Strait Islander clientele

- Competitive pay and superannuation benefits
- Provide meaningful support to the charity and not-for-profit sector
- Learning and development opportunities

About us

The Australian Charities and Not-for profit Commission strives to be a world leader in charity regulation. We believe in good governance, honest respectful regulation and transparent administration.

We are proud to have a diverse workforce that understands our vision. We work hard to attract and retain talented staff who have knowledge of the charity and not-for-profit sector as well as regulatory expertise. We promote and invest in a people-centred culture that models our values and understands our vision and purpose. Be part of the team that contribute to shaping charity regulation in Australia.

About the role

This vacancy is an identified position and is only open to Aboriginal and Torres Strait Islander applicants. This affirmative measure initiative helps to increase the number of Aboriginal and Torres Strait Islander people employed in the APS, to better reflect the diversity of the Australian community.

As an Advice Services Officer, you'll work in a scheduled environment responding to enquiries in a clear and friendly manner, using in-depth understanding of legislation, and applying ACNC policies and procedures.

You will act as an intermediary between Indigenous communities and the ACNC, ensuring that our Indigenous clients are offered the option to speak with an Indigenous person that understands their cultural differences.

Your duties

- Provide client service and tailored advice to customers
- Review and process forms and applications
- Undertake a mix of telephony and processing work

Skills and experience

- Understands issues affecting Aboriginal and/or Torres Strait Islander people
- Can interpret and explain legislation, including sensitive matters
- Experience in a client service role
- Problem solves and manages competing priorities
- Understands the issues facing the charity/NFP sector

Benefits

- Attractive superannuation contributions of 15.4%
- Flexibility to provide work/life balance
- Highly professional and diverse organisation
- Contemporary workspaces and technology
- You must be an Australian citizen to work with the ACNC.

Does this sound like you?

If this sounds like you, we encourage you to click "Apply".

Find out more information about us on our careers page at <https://www.acnc.gov.au/about/careers-acnc>

Closing date: 8 December, 2020

**WEB LINK
APPLY**