

Position Description

Regional Tech Hub Regional Partnership Officer

Role Summary

The Regional Tech Hub (RTH) is an exciting Australian Government initiative run by the National Farmers' Federation (NFF) designed to provide independent, free advice about telecommunications services for regional, rural, and remote Australians. Our goal is to provide information on options available to get people connected and stay connected.

Position Overview:

As a Regional Partnership Officer, you will play a crucial role in enhancing community outreach and establishing strong regional connections. As a state-based liaison officer, you will proactively build relationships with key stakeholders in your designated region to raise awareness of the Regional Tech Hub services and foster meaningful connections with individuals on the ground. You will also support RTH outreach activities, including attending events, disseminating materials and speaking at events.

Position Details:

Position: Regional Partnership Officer

Employment Type: 12-month contract

Working Hours: 0.6 FTE (3 days per week)

Location: Remote work from home with travel required within the designated region.

Key Responsibilities:

Build Relationships

- Proactively build a wide network of contacts across the designated region.
- Engage with regional officers from major telecommunications companies, local councils, state governments, business chambers, Regional Development Authorities, farming systems groups, regional telecommunications managers, community organisations, and regionally based advocacy groups.
- Act as a state-liaison point for the RTH, telcos, and community groups.
- Responding to community enquiries in a timely and professional manner.

Awareness-Raising and Engagement

- Support awareness-raising activities to promote the Regional Tech Hub services.
- Attend events across the state(s) in collaboration with regionally focused organisations to promote the Regional Tech Hub.
- Identify opportunities to engage with local groups and build connectivity literacy within the community.

- Disseminate customer information and literacy materials to individuals on the ground.

Reporting and Progress Tracking:

- Report on progress in regional engagement and interactions with individuals and businesses, including recording engagement metrics and other data collection, as required.
- Provide regular updates on activities, outcomes, and challenges to the Regional Partnership Lead and the General Manager of the Regional Tech Hub.

Qualifications and Experience:

- Demonstrated experience in building and maintaining partnerships with diverse stakeholders.
- Strong interpersonal and communication skills to engage effectively with individuals and groups.
- Knowledge and understanding of rural, regional, and remote Australia, including its unique challenges and opportunities, particularly in the connectivity (internet and mobile) space.
- Proven ability to develop strategic plans and work independently.
- Familiarity with regional communications or a strong interest in supporting people to overcome connectivity issues.
- Strong administrative skills, including time management.
- Ability to translate information and trends in regional telecommunications technologies to effectively engage with stakeholders.
- Strong oral and written communication skills.
- Ability to work independently.

Reporting and Collaboration:

Reports to: Regional Partnerships Lead for day-to-day content and engagement activities.

Reports to: General Manager of the Regional Tech Hub for HR-related matters.

Collaborates with: Other RTH Regional Partnership Officers to develop and implement a comprehensive regional partnerships strategy.