



RDA Orana - The Welcome Experience : Engagement & Administrative Support Officer

About RDA Orana:

Regional Development Australia (RDA) Orana is part of a national network committed to regional development through leadership, innovation, and collaboration. We enhance the economic, social, and environmental sustainability of the 12 Local Government Areas of the Orana region.

About the Welcome Experience:

The Welcome Experience assists key public sector workers and their families in preparing for and settling into regional NSW communities. By connecting newcomers with local resources and people, we aim to create a welcoming environment that encourages long-term residency.

About the Role:

We are seeking an energetic, social, and highly organised individual to join our team as the Engagement & Administrative Support Officer for the Welcome Experience Orana program. This 12-month position based at The Exchange in Dubbo, where you'll make a meaningful impact while enjoying a balanced lifestyle.

As the first point of contact for essential workers relocating to the region, you'll play a key role in delivering a warm and professional welcome, while also providing vital administrative support to the broader RDA Orana Welcome Experience team. This role combines frontline client engagement with behind-the-scenes coordination ideal for someone who thrives on building relationships, managing details, and representing both the program and RDA Orana with professionalism and care.

Key Responsibilities

Engagement & Communication

- Act as the main contact for essential workers, handling enquiries and consultations.
- Match workers with Local Connectors.
- Maintain regular communication with workers, employers, and stakeholders.
- Support the Orana Welcome Local Connectors where required.
- Manage emails, social media, and program updates.
- Provide support or referrals as required.

Administrative Support

- Data entry/record keeping - Salesforce CRM

- Coordinate team calendars, appointments, and virtual meetings, take meeting minutes and manage project documentation
- Track project milestones and deadlines
- Support events and general tasks for RDA Orana staff
- Collect and organise, feedback & data from essential workers
- Generate reports, visualisations, and quarterly KPI analysis to identify trends
- Support continuous improvement by tracking outcomes and sharing insights with the team
- Work with Bookkeeper across project finances.

Social Media & Communications

- Promote the Orana Welcome Experience program and events consistently across social media channels
- Plan, create, and post content in line with RDA Orana's social guidelines, that promote The Welcome Experience program
- Engage and monitor social communities, including responding to enquiries
- Documentation of case studies, data and analytics

Essential Requirements & Experience

- Experience in customer service, administrative support, or related roles
- Exceptional interpersonal and communication skills with a warm, welcoming demeanour
- Strong organisational abilities with meticulous attention to detail
- Demonstrated ability to prioritise tasks and manage multiple demands
- Excellent problem-solving skills and initiative
- Proficiency with Microsoft Office suite
- Ability to quickly learn new software systems and digital tools
- Experience with social media platforms and content creation

Desirable Qualifications

- Knowledge of the Orana region and understanding of relocation challenges
- Experience with diverse populations, including Aboriginal and Torres Strait Islander communities
- Experience with CRM systems (preferably Salesforce), Xero financial software, and statistical analysis
- Community event representation and network building experience
- Content creation skills and social media best practices knowledge

What's On Offer:

- Competitive salary with superannuation and leave entitlements.



- 25 hours per week across 5 days preferred.
- A supportive and inclusive culture fostering ambition and collaboration.
- Opportunities to build community connections and make a noticeable impact.

Apply Today:

Join us in shaping a brighter future for our region. Submit your resume and a brief cover letter outlining your relevant skills and experience by Friday 20 June 2025.

For more information, contact Alana Copelin at alana@rdaorana.org.au or Justine Campbell at ceo@rdaorana.org.au.

Application Closing Date: 11:55 PM 20 June 2025