

POSITION DESCRIPTION



1. POSITION DETAILS

Position Title: Business Support Officer
Division: City Operations
Unit: Strategy and Assets Group
Management Level: Worker

2. ORGANISATIONAL RELATIONSHIPS

Position Title of Supervisor:

Manager Strategy and Assets

Titles of Positions which report to:

No positions report directly to this position.

Contractors for which this position is responsible:

No contractors report directly to this position.

3. PRIMARY PURPOSE OF POSITION

The primary purpose of this position is to provide business, administrative and project management support to the Manager Strategy and Assets.

4. POSITION OBJECTIVES

The major objectives to be achieved by the Business Support Officer are;

- Provide high-level business, administrative and project management support.
- Work effectively in a high-pressure team environment and meet critical deadlines.
- Use effective interpersonal skills in the establishment and maintenance of good working relationships and communication with internal and external stakeholders.
- To be held accountable for working conditions under the control of the position and for detecting any unsafe or unhealthy conditions or behaviour and to take immediate steps to investigate and rectify any risks to health, safety and welfare arising from any activity.

5. POSITION ACCOUNTABILITIES

- Provide a high level of business and administrative support to the Manager Strategy and Assets.
- Undertake and present a range of business and administrative projects related to the operation of the Strategy and Assets Group.
- Research and prepare accurate and relevant correspondence and responses on behalf of the Manager Strategy and Assets.
- Provide excellent frontline customer service by promptly directing enquiries to the appropriate people in a courteous and precise manner, accurately recording messages and monitoring work requests.
- Establish effective and productive business relationships with section managers, clients, staff, and contractors.
- Promote the services provided by the Strategy and Assets Group.
- Provide administrative support to working parties and project control groups as required.
- Provide administrative support in relation to business planning and the financial management of the unit.
- Take and prepare minutes for management meetings and other meetings as required.
- Liaise with Council's management and staff, external organisations and members of the community on behalf of the Manager Strategy and Assets. Ensure that people who contact the unit at management level are dealt with in a professional, efficient and courteous manner.
- Undertake day-to-day operations, housekeeping and reporting from corporate and local management systems, as well as finance systems.
- Display initiative in the development and implementation of efficient administrative procedures to improve workflow and office management, under the principles of continuous improvement.
- Assist in the effective management of human resources by maintaining and reconciling personnel records, and ensuring the timely processing of personnel forms (eg leave, higher-duties, timesheets etc) and reporting as required.
- Exercise discretion and maintain confidentiality.
- Ensure compliance with legislative, industrial and Council policy requirements.
- Comply with and keep abreast of any relevant legislation applicable to the performance of the duties of this position.

6. WORK, HEALTH & SAFETY RESPONSIBILITIES

Workers have an active role to play in the Safety Management System (SMS). Workers have the following responsibility, authority and accountability:

- Working safely so as not to put yourself or others at risk
- Stopping work in circumstances that are deemed an immediate risk to health and safety until a satisfactory solution is agreed/implemented
- Cooperating and complying with safe work method statements, policies and procedures and participating in their development
- Reporting all accident, incidents and hazards to your supervisor immediately and participating in accident/incident investigation and risk management activities
- Attending WHS training
- Complying with the requirements of the City's Return to Work program

A full list of WHS responsibilities and accountabilities are available within the City's SMS document; Responsibility, Authority and Accountability (RAA) Matrix.

7. AUTHORITY TO ACT

- The incumbent has the authority to take any reasonable steps to ensure that the smooth flow of operations is maintained providing the actions are consistent with the responsibilities of the position and subject to any limitations, corporate policies, procedures or safe work method statements.
- All personnel have the power to stop work in circumstances that are deemed an immediate risk to health and safety until a satisfactory resolution is agreed / implemented. Such circumstances may include life threatening situations or those that could result in loss of limb or other significant lost time injury.

8. SELECTION CRITERIA

Essential Criteria

- Tertiary qualifications and/or extensive experience and demonstrated abilities in high-level administration, office management, project management and business support roles.
- Fast and accurate typing and excellent computer skills using Microsoft Word, PowerPoint, Excel and other relevant software.
- High-level customer service skills.
- Excellent interpersonal skills, both oral and written, and the ability to

communicate effectively with a wide range of employees across a diverse organisation.

- Ability to research and prepare reports, working papers and financial information.
- Excellent organisational skills and demonstrated ability to work under pressure and achieve work target deadlines and priorities.
- Demonstrate a commitment to Equal Employment Opportunity, Work, Health and Safety and Cultural Diversity principles.
- Proven commitment to continuous improvement in work practices and the implementation of new procedures.
- Demonstrated ability to work autonomously and in a team environment.
- Demonstrated flexible and dynamic approach to handling work.
- Demonstrated ability to maintain confidentiality and exercise discretion.