POSITION DESCRIPTION

POSITION DETAILS			
Position Title:	Business Support Officer		
Position Number:	5403	**Standard Position Hours:**	35 Hours
Directorate:	Works and Infrastructure	**Unit:**	
Salary Grade:	3	**Award Band and Level:**	Band 2 Level 1
Position Reports to:	Business Unit Manager		
Staff Management:	Nil		
Budget Responsibility:	Nil		
Date Created:	1 August 2015	**Date Last Reviewed:**	Click here to enter a date.
Version:	1	**Document Number:**	DOC2015/038197

ORGANISATIONAL ENVIRONMENT

Cessnock City Council employs approximately 320 employees and is responsible for a local government area of approximately 1,950 square kilometres within the Hunter Valley of New South Wales, approximately 120 kilometres north of Sydney and 40 kilometres west of Newcastle.

Cessnock City Council provides a diverse range of services and facilities for the residents and visitors of the local government area. Cessnock City Council comprises of 3 Directorates;

- Works and Infrastructure
- Planning and Environment
- Corporate and Community Services

ORGANISATIONAL CONTEXT OF POSITION

The Works and Infrastructure Services directorate manages services associated with the following functions within Cessnock City Council;

- Works and Operations
- Infrastructure Management
- Open Space and Community Facilities
- Environment and Waste Services

WORKPLACE HEALTH & SAFETY

The Responsibilities, Authorities and Accountabilities (RAA's) applicable to this position is Level 6.

For specific WHS Responsibilities, Authorities and Accountabilities applicable to this position, refer to the WHS RAA Handbook.

The person accepting this position is required to read and comply with the RAA's applicable to this position.

PRIMARY OBJECTIVE

The primary objective of this position is to provide efficient and effective administrative support in a professional and responsive manner to the Environment and Waste Section.

KEY ACCOUNTABILITIES

1. Provide high quality, professional, confidential and accurate administrative support to the Works and Infrastructure directorate and the nominated section Manager.

2. Ensure all Council documents are created and registered in Council's Electronic Document Management System in accordance with Council policies and procedures.

3. General administrative duties including;

    - Photocopying, printing, laminating and binding
    - Collecting and distributing incoming / outgoing daily mail
    - Monitoring and ordering of stationery and printing requirements
    - Ensure that fax, copier and local area printer have sufficient paper and toner supplies.
    - Electronic Filing

4. Enter, maintain and report works activities into the relevant directorate databases and spreadsheets.

5. Assistance with review of existing business processes, updating of procedures and workflows and preparation of new process and procedures.

6. Preparation of correspondence including: memos, letters, templates, faxes, emails, presentations, agendas, minutes, reports, posters, passes, flyers and publications relating to the directorate.

7. Coordinate and book meetings, including room bookings, catering and managing equipment requirements.

8. Assist with the preparation of advertisements and notifications, including the preparation of exhibition material.

9. Assist with the maintenance of the Environment and Waste section of Council's website.

10. Assist in the management of requests for information under the Government Information (Public Access) Act 2009, including gathering, preparing and releasing relevant information.

11. Research, collate and analyse information for Section projects and enquiries.

12. Provide high level customer service on behalf of Council with both internal and external customers and ensure that all enquiries for the Section are referred to the appropriate person.

13. Ensure correspondence is responded to in accordance with Council's service level standards.

14. Ensure relevant Directorate staff are kept abreast on all relevant matters and in particular those matters which have the potential to reflect unfavourably on Council.

15. Manage and organise functions and events including arranging meetings, appointments and seminars.

    - Manage attendance and bookings of facilities to ensure training is undertaken
    - Ensure conference attendance, travel and accommodation bookings are processed as per Council policies and procedures
    - Ensure arrangements are made appropriate to the function
    - Ensure attendees are invited/advised in a timely and accurate manner
    - Organise venue and catering as required

16. Any other accountabilities or duties as directed which are within the employee's skills, competence and training.

POSITION SELECTION CRITERIA

Essential

1. Certificate III in Business Office Administration or other equivalent qualifications.
2. Minimum 5 years experience in an office administration role.
3. Demonstrated advanced skills and knowledge of Microsoft Office Suite, advanced keyboard skills and experience in the use of Electronic Document Management Systems and Customer Request Management Systems.
4. Demonstrated well developed written and verbal communications skills, including the ability to communicate with a wide range of stakeholders, both internal and external.
5. Demonstrated commitment to providing superior customer service.
6. Demonstrated highly developed time management and organisational skills and the proven ability to prioritise workload and meet deadlines.
7. Demonstrated research and analytical skills coupled with a strong ability to problem solve, negotiate and liaise with key stakeholders.
8. Demonstrated ability to work both independently and in a team, fostering an environment based on teamwork and cooperation.
9. Hold a current Class C NSW Drivers Licence

Highly Desirable

1. Experience in and demonstrated understanding of local government strategic infrastructure planning and capital works programs and associated processes.
2. Demonstrated knowledge and experience with computer based geographical information system.
3. Experience in preparing grant funding applications.

SIGNATURE

Employee

Full Name:			
Signature:		**Date:**	