

POSITION DESCRIPTION

POSITION DETAILS			
Position Title:	Business Support Officer		
Position Number:	2302		
Group:	General Managers Unit	Unit:	Economic Development
Salary Grade:	7	Standard Position Hours:	35 Hours
Position Reports to:	Economic Development Manager		
Staff Management:	Nil		
Budget Responsibility:	Nil		
Date Created:	2 February 2015	Date Last Reviewed:	2 February 2015
Version:	1	Document Number:	DOC2015/004442

ORGANISATIONAL ENVIRONMENT

Cessnock City Council employs approximately 280 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 General Managers unit manages services associated with Human Resources, Economic Development, Communications, Internal Audit and the Executive Office of the General Manager and the Mayor.

This position is responsible for providing high level administrative support to the General Managers Unit and the Economic Development team.

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 WSH RAA Handbook.

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

PRIMARY OBJECTIVE

To provide a high quality, professional, and accurate executive administrative support to the Economic Development Unit through the application of highly developed administrative skills.

KEY ACCOUNTABILITIES

1. Provide high quality, professional, confidential and accurate administrative support to the Economic Development team, including the Hunter Valley Visitor Centre.
2. Ensure all Council documents are registered in Council's Electronic Document Management System.
3. General administrative duties including;
 - Maintaining and managing the Economic Development Unit database
 - Photocopying, printing, laminating and binding
 - Collecting and distributing incoming / outgoing daily mail
 - Monitoring and ordering of stationery and printing requirements
 - Filing
 - Data entry
4. Assist with the research and preparation of Economic Development Unit communications, publications and correspondence including:
 - Grant applications
 - Communication plans, tools and media, including Hunter Valley Visitor Centre activities
 - Weekly e-newsletter and critical business bulletins
 - Strategies, business plans, discussion papers, industry studies, media releases
 - Economic Development Unit websites
 - Hunter Valley Visitor Centre Fee for Service, holiday trading hours and last minute accommodation, including distribution and management of responses
 - Memos, letters, faxes, emails, presentations, agendas, minutes and reports.
5. Assist with coordination and booking of meetings, including room bookings and managing equipment requirements.
6. Assist with the coordination and booking of events and conferences including
 - Manage attendance and bookings of facilities
 - Conference attendance, travel and accommodation bookings as required
 - Attendees are invited/advised in a timely and accurate manner
 - Venue and catering are arranged as required
7. Provide high level customer service on behalf of Council with both internal and external customers.
8. Ensure expenditure is processed and reconciled in accordance with finance requirements and timeframes.
9. Any other administration accountabilities or duties which are within the employee's skill, knowledge and training.

POSITION SELECTION CRITERIA

Essential

1. Minimum certificate IV in research, communications or business administration or other relevant discipline or extensive experience in a similar role.
2. Minimum of 4 years experience in a similar role.
3. Demonstrated advanced skills and knowledge of Microsoft Office Suite and the use of electronic document management systems.
4. Highly developed organisational time management skills with experience in meeting deadlines, attention to detail and dealing with conflicting and varied demands.
5. Well developed written and verbal communications skills including the ability to communicate with a range of stakeholders, both internal and external.
6. Demonstrated research and analytical skills coupled with a strong ability to problem solve, negotiate and liaise with key stakeholders.
7. Proven ability to exercise initiative and judgement, to demonstrate self-sufficiency, flexibility and confidentiality.
8. Ability to adapt to change in the work environment due to technological development, changes in work procedures and organisational change.

Highly Desirable

1. Demonstrated experience in events coordination
2. Previous experience in Local Government

SIGNATURE

Employee

Full Name:

Signature:

Date: