

## Position Description

<b>Position Title:</b>	Business Support Officer
<b>Directorate:</b>	Governance
<b>Service Unit:</b>	Regulatory, Planning and Assessment
<b>Salary Point:</b>	7
<b>Position Reports To:</b>	Team Coordinator – Business Support
<b>Staff Management:</b>	Responsible for own work only
<b>Budget Responsibility:</b>	Nil
<b>Date PD Reviewed:</b>	June 2019

Organisation Context of Position
<p>City of Newcastle (CN) employs over 900 staff and is responsible for a local government area of 187km<sup>2</sup>. Newcastle has a population of 148,000 and is the business and cultural centre of the Hunter region, home to over 620,000 people. In the heart of the Hunter Region, CN has a variety of locations across the City and encompasses 5 Directorates:</p> <ul style="list-style-type: none"> <li>• Governance</li> <li>• Strategy and Engagement</li> <li>• People and Culture</li> <li>• Infrastructure and Property</li> <li>• City Wide Services</li> </ul> <p>The purpose of Governance is to provide legal compliance and advice to inform evidence-based decision making throughout and across CN including:</p> <ul style="list-style-type: none"> <li>• Legal compliance, good governance and ethical decision making</li> <li>• The Directorate is primarily internal facing to effect regulatory and compliance advice across and on behalf of, CN through internal services to all service units</li> <li>• The Directorate will also have direct community contact through the Regulatory &amp; Assessment functions and customer /Councillor requests for information and advice</li> <li>• The direct customer is CN through good governance across the organisation however, service provision must also be maintained to relevant external agencies</li> <li>• Ensure cross functional working relationships, connections and collaboration to achieve 'whole of organisation' objectives</li> </ul> <p>The Service Elements that form the Governance Directorate are:</p> <ul style="list-style-type: none"> <li>• Finance</li> <li>• Legal</li> <li>• Regulatory, Planning &amp; Assessment</li> </ul>

Workplace Health & Safety	
WHS RAA Level	6
For specific WHS Responsibilities, Authorities & Accountabilities applicable to this position, the position holder will refer to the WHS Responsibilities, Authorities & Accountabilities matrix in the WH&S Management System. The person accepting the position will be required to sign off that they have received and understood their WHS Responsibilities, Authorities & Accountabilities.	

## Position Responsibilities

- Assist Development and Building Services Units to implement its goals and objectives in an efficient, effective and customer responsive manner.
- Provide high level administrative, secretarial and corporate systems support through the Team Coordinator to the Development and Building Service Units.
- Prepare and manage day to day correspondence, emails, service requests and telephone enquiries in relation to the assessment of development applications, building certificates, outstanding notices and orders and progress inspections.
- Schedule meetings, prepare agendas and briefing notes and provide accurate and concise minutes of meetings.
- Manage a stream of competing tasks and priorities in order to meet agreed service deadlines.
- Maintain a high level of computerised skills and provide user support to Development & Building Services staff in the use of corporate applications, i.e. the Tech One suite of software programs, ECM, One Map, Sims and Bluebeam
- Provide administrative support to the Duty Officer by way of answering overflow enquiries and entry of these enquiries into the customer enquiry register.
- Maintain confidentiality at all times.
- Courteously and efficiently promote the Development and Building Services Unit as a professional provider of high-quality information and services to the community.
- Promote the image of the Development and Building Services Unit as a professional provider of high-quality information and services to both internal and external customers.
- Contribute to the development and implementation of service improvement initiatives.
- Participate in organisational change strategies, service delivery and policy reform.
- Any other accountabilities or duties as directed by Team Coordinator which are within the employee's skill, competence and training.

## Position Selection Criteria

### Essential

- Relevant qualifications in the provision of administrative support or equivalent relevant experience.
- Solid understanding of development and construction processes, including a working knowledge of relevant NSW legislative and policy requirements for Local Government.
- Highly developed computer literacy including Microsoft Office computing skills and the use of electronic document management systems and corporate applications.
- Ability to prioritise and manage multiple tasks to meet deadlines.
- Ability to work as a member of a team, and to contribute to team effectiveness and development.
- Proven ability to provide a high level of customer service to internal / external customers.
- Highly developed oral and written communication skills.
- Willingness to participate in organisational change strategies, service delivery and policy reform.
- Ability to organise meetings including preparation of agendas and take minutes where required.
- Demonstrated ability to work cooperatively in a team within a multi-disciplined environment and when required to work unsupervised.

### Highly Desirable

- Experience in the delivery of E-services at Local or/or State Government level.
- Proficiency in the use of corporate applications and data entry (ECM)
- Well-developed analytical and problem-solving skills.
- Driver's License.