

Position Description

Position Title:	Senior Business Support Officer
Directorate:	Governance
Service Unit:	Regulatory, Planning & Assessment
Salary Point:	SP 8
Position Reports To:	Business and Customer Improvement Section Manager
Staff Management:	Nil
Budget Responsibility:	Nil
Date PD Reviewed:	July 2019

Organisation Context of Position

City of Newcastle (CN) employs over 900 staff and is responsible for a local government area of 187km². 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 five groups who lead the vision to be a Smart Sustainable City through a Smart Organisation that puts people first. These include:

- Governance
- Strategy and Engagement
- City Wide Services
- Infrastructure and Property
- People & Culture

The purpose of the Governance Directorate is to provide legal compliance and advice to inform evidence-based decision making throughout and across CN including:

- Legal compliance, good governance and ethical decision making
- 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.
- The Directorate will also have direct community contact through the Regulatory, Planning & Assessment functions and customer/Councillor requests for information and advice.
- The direct customer is CN through good governance across the organisation however, service provision must also be maintained to relevant external agencies.
- Ensure cross functional working relationships, connections and collaboration to achieve 'whole of organisation' objectives.

The Service Units and Elements that form the Governance Directorate are:

- Finance
- Legal
- Regulatory, Planning & Assessment
- Transport, Traffic and Compliance

The purpose of the Regulatory, Planning & Assessment Service Unit is to ensure compliance to legislative requirements and provide advice to inform evidence-based decision making throughout and across CN.

Workplace Health & Safety	
WHS RAA Level	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.	

Overview

The RPA Service Unit has significant direct community and stakeholder engagement through land use planning, development assessments and regulatory functions.

This position in RPA Service Unit within CN, will be the focus on enhancing customer experience and creating organisation value from the relationships we have with our customers while enhancing business operations.

This senior role will assist in leading a high-quality administrative service to support the RPA unit daily.

Position Responsibilities

Within the area of responsibility, this role is required to:

- Function as a senior member of the team, including acting as Business and Customer Improvement Manager during scheduled and unscheduled absences, including attending RPA Management meetings or as directed.
- Assist the Regulatory, Planning and Assessment Service Unit to implement its goals and objectives in an efficient, effective and customer responsive manner.
- Provide a high level administrative, secretarial and corporate systems support through to the Business and Customer Improvement Section Manager and to the Service Unit as required.
- 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 key user support to the Regulatory, Planning and Assessment Service Unit staff in the use of corporate IT applications, i.e. Tech One suite of software programs, ECM, One Map, Sims and Bluebeam
- Maintain high levels of confidentiality at all times.
- Courteously and efficiently assist internal and external customers with a variety of enquiries within the Regulatory, Planning and Assessment Service Unit.
- Promote the Regulatory, Planning and Assessment Service Unit as a professional provider of high-quality information and services to the community.
- Proven ability to exercise initiative and judgement to work unsupervised to achieve desired outcomes.
- Generate required reports from corporate applications as requested by the Service Manager i.e. Outstanding Applications listings, budget updates

- Liaise with the Business and Customer Improvement Section Manager and to develop, edit and produce reports to CN.
- Assist the Business and Customer Improvement Section Manager in planning, negotiating and meeting team objectives and priorities.
- Contribute to core Business and Customer Improvement Section activities as required.
- 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 the Business and Customer Improvement Section Manager 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.
- Highly developed computer literacy including Microsoft Office computing skills and the use of electronic document management systems.
- Ability to prioritise and manage multiple tasks to meet conflicting priorities and deadlines.
- Proven ability to provide a high level of customer service to internal/external customers.
- Proven ability to exercise initiative and judgement to contribute to team effectiveness and development.
- Willingness to lead and participate in organisational change strategies, service delivery and policy reform.
- Highly developed oral and written communication skills including the ability to prepare agendas and take minutes when required.
- Well-developed analytical and problem-solving skills
- Proven ability to understand and assist with the production of Team / Unit Reports, Statistics and Reports to CN.
- Demonstrated ability to work unsupervised when required and cooperatively in a team within a multi-disciplined environment.

Desirable

- Experience in a team leadership role.
- Proficiency in the use of CN's corporate systems, Tech One suite of software programs, ECM, One Map, Sims and Bluebeam
- Knowledge of CN's corporate application process
- Current C Class drivers' licence.