

Position Description

Position title:	Business Support Officer – Traffic
Directorate:	Governance
Service Unit:	Transport and Compliance
Reports to:	Transport and Traffic Coordinator
Direct reports:	Nil
Salary point:	7
Work location:	City Administration Centre, 12 Stewart Avenue, Newcastle West
Date revised:	October 2020

What's it like working at the City of Newcastle?

We are focused on making a real difference in our community and achieving our vision of **creating a smart, liveable and sustainable global city**. We are proud to deliver services valued by our community. People come first at the City of Newcastle, which means providing employees with meaningful work and capacity for work life balance. As a large local organisation, the City of Newcastle offers opportunity to develop in your current role, grow into future opportunities and reach your full potential.

Our organisation's values are **Cooperation, Respect, Excellence and Wellbeing** which are underpinned by our behaviours of courage, trust and pride. Together, our values and behaviours support our decision making, our day to day interactions and everything we do.

What's it like working in Transport and Compliance?

The Transport and Compliance Service Unit primary focus is to deliver and manage the outwardly facing services of Transport Strategy, Transport Operations and Compliance for the City of Newcastle.

We are a diverse team of staff that are moving towards a proactive service delivery model whilst maintaining our responsiveness to customer requests, enabling an enhanced focus on education and customer experience in the areas of Parking Operations, Rangers Services, Traffic Services and Transport Strategy.

What's the focus of this position?

The Business Support Officer will be responsible for providing high level administrative and corporate systems support to implement key goals and objectives in an efficient, effective and customer responsive manner.

A key challenge of this role will be to act as the first point of contact and support the Traffic and Transport function whilst also providing assistance across the entire Transport and Compliance Service Unit.

What you'll be doing:

- Provide key administrative support including preparing and managing day to day correspondence, emails, service requests and telephone enquiries in relation to the transport and traffic matters and projects.
- Monitor work zone approvals, extensions and expiration dates and liaise with relevant stakeholders to keep these up to date.
- Assist in the processing of road permit applications.
- Support the Newcastle City Traffic Committee (NCTC) by scheduling meetings, prepare meeting agendas and provide accurate and concise meeting minutes.
- Maintain and update traffic databases including event road closures, work zones, disabled parking, bus zones, and motorcycle parking using mapping and excel software.
- Assist with coordinating community consultation processes from finalisation of leaflets, printing and distribution of communications and collation of all responses into a summary report.
- Contribute to the development and implementation of service improvement initiatives.
- Promote the image of the Transport and Compliance Service Unit as a professional provider of high-quality information and services to both internal and external customers.
- You will be required to carry out other duties that are within the limits of your skills, competence, training and/or experience as directed by your Manager.

The essentials you'll need:

- Relevant qualifications in the provision of administrative support or equivalent relevant experience.
- Experience working in a corporate environment providing administrative support.
- Strong computer literacy skills and experience using Microsoft Office applications including Excel and the use of electronic document management systems and corporate applications.
- Experience and demonstrated competence in managing a workload involving competing workplace priorities whilst maintaining a strong customer service focus.
- Demonstrated experience and commitment to providing high levels of customer service, performance improvement and relationship management with both internal and external stakeholders.
- Excellent communication and interpersonal skills, demonstrated by experience in consultation and conflict resolution with the capacity to liaise, develop and manage effective relationships.
- Demonstrated ability to work cooperatively in a team within a multi-disciplined environment and when required to work unsupervised.

Other valuable skills you may have:

- Experience and knowledge of transport and Traffic related policies, Australian Road Rules and traffic related inquiries.
- 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.

We'll encourage you along the way

We will partner with you to support your performance and ongoing development to ensure you are fully prepared for future challenges as this position and our organisation adapts and evolves.

I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the PD with my Manager.

Employee Name:	
Employee Signature:	
Date:	