**Position Description**

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| **Position title:** | Assistant Business Operations Officer |
| **Work location:** | City Administration Centre - 12 Stewart Avenue, Newcastle West |
| **Directorate:** | Planning and Environment |
| **Reports to:** | Planning & Environment Operational Governance Section Manager |
| **Direct reports:** | 0 |
| **Salary Point:** | SP 6 |
| **Decision making:** | Level 6 Management Hierarchy |
| **Date revised:** | March 2024 |

**Council Overview**

City of Newcastle employs over 1,200 staff and is responsible for a local government area of 187km. Newcastle is both the cultural and economic centre of the Hunter region. Our organisational structure consists of four directorates, each linked to the four themes of our Community Strategic Plan (CSP):

1. City Infrastructure
2. Corporate Services
3. Creative and Community Services
4. Planning and Environment

The Business Operations & Customer Excellence Unit is part of Planning & Environment Directorate and this role reports to the Planning & Environment Operational Governance Section Manager.

**What’s it like working at the City of Newcastle?**

We are focused on making a difference in our community and achieving our vision of***creating a liveable, sustainable, inclusive 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 its employees the opportunity to develop in their current role, grow into future opportunities and reach their 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 as well as our day-to-day interactions.

We value diversity of thought, and we focus on equity in the workplace. We are committed to creating an inclusive workplace culture where everyone feels respected, safe, and valued so they can be themselves and fully contribute their opinions and perspectives to the success of the organisation.

**What’s it like working in Planning and Environment?**

CN has a rich heritage, being one of Australia's earliest, and now largest cities, which has transitioned from its industrial beginnings into a dynamic, modern economy.

Significant and direct community and stakeholder engagement is delivered by the Planning and Environment (P&E) Directorate, through land use planning, development assessment, environment and sustainability, transport, and regulatory functions.

The P&E Directorate includes four key units, being:

* Planning and Development,
* Transport and Regulation,
* Environment and Sustainability,
* Business Operations and Customer Excellence.

Working within P&E is an opportunity to contribute significantly to the development and planning of the city, the protection of our environment and the sustainability of the city.

As part of the P&E Directorate, you will be part of the Business Operations & Customer Excellence team and will form an integral part of providing a customer centric approach to our community and be part of a professional, dedicated, and passionate team that supports professional development opportunities.

**What’s the focus of this position?**

The Assistant Business Operations Officer is responsible for providing efficient records management services and quality administrative support, including handling electronic and hard copy correspondence, mail, registering documents, handling internal mail, archive management as well as a broad range of entry level administrative tasks.

A key responsibility in this role is to confidentially and accurately classify documentation to ensure the integrity of CN’s records management system and to ensure that records are referred to the appropriate officer / team using CN’s records management system. This role will support with the completion of a broad range of entry level administrative functions to provide a high-quality administrative service to the Planning & Environment Directorate.

**What you will be doing:**

* Perform entry-level administrative support across the vast and diverse range of administrative tasks to support all functions of the Planning & Environment Directorate, including but not limited to answering phone calls, responding to emails, formatting documents and managing mail and deliveries.
* Provide a high level of customer service to meet CN's records management requirements and obligations.
* Manage a stream of incoming correspondence and customer requests in order to meet agreed service deadlines.
* Perform data entry and adhere to CN records management policies including file electronic and hard copy documents in CN systems.
* Build and maintain credible stakeholder relationships across with internal and external customers to ensure a positive customer experience.
* Contribute to the development and implementation of service improvement initiatives.
* Participate in organisational projects and procedural changes relating to records management and Planning & Environment processes.
* Prepare documents associated with research enquiries and document location requests.
* Any other accountabilities or duties as directed by the Manager which are within the employee’s skill, competence, and training.

**The essentials you’ll need:**

* Extensive experience with Microsoft Office Software and ability to learn corporate systems.
* Demonstrated experience in performing office administrative functions including but not limited to answering phones, formatting, filing, email and researching historical documents.
* Proven ability to provide a high level of customer service to internal / external customers.
* Highly developed written and verbal communication skills.
* Excellent organisational and time management skills.
* Demonstrated ability to work cooperatively in a team within a multi-disciplined environment and when required to work unsupervised.
* Ability to adapt to changes in the work environment due to technological developments, changes in work procedures and organisational change.

**Other valuable skills you may have:**

* Use of Electronic Document Management System.
* Data entry into corporate information systems.
* Previous experience providing records management services.
* Qualification in Records Management.
* Knowledge of Local Government operations.

**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.*

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| **Employee Name:** |  |
| **Employee Signature:** |  |
| **Date:** |  |