

# Position Description

## CORPORATE INFORMATION

<b>Position title</b>	Coordinator - Business Support (Business Analytics & Process Improvement)		
<b>Directorate</b>	Infrastructure Services	<b>Branch/Section/Unit</b>	Business Support
<b>Position number</b>	1480	<b>Level</b>	5
<b>Award</b>	Queensland Local Government Industry (Stream A) Award – State 2017 Division 2, Section 1		
<b>Line Manager</b>	Manager Business Support		
<b>Direct reports</b>	Administration Officers x 4		
<b>Indirect Reports</b>			

## SCOPE OF POSITION

### Position Summary

Business Support Branch works across the Infrastructure Services Directorate providing a range of services including management of workshop and fleet, disaster management, materials and logistics, stores, customer support and business improvement.

Coordinator Business Support reports to the Manager Business Support and plays a key role in delivering the administration, customer support and business improvement objectives of the Directorate. The position plays a key role in the effective management of:

- Customer service standards and associated monitoring and compliance reporting for the Directorate;
- Business support and performance (process mapping, system analysis, change management, continuous improvement, performance monitoring and reporting)
- Directorate's operating systems and procedures
- Customer complaints management;
- A team of staff dedicated to providing administrative support

# Position Description

## Key Responsibilities of the Role

### Business Improvement

- Support cultural and operational change initiatives;
- Assist managers to monitor and review their business efficiency, competitiveness and best value proposition through benchmarking and other comparative tools;
- Implement improved systems and processes for monitoring and reporting of operational KPIs;
- Produce regular reports on operational KPIs;
- Support business planning process across the Directorate and help identify specific business improvements and assist staff in the preparation of business cases;
- Work with cross functional teams to deliver cross functional initiatives, bridging the gap between business/operations and technology

### Customer Support

- Monitor customer feedback, streamline processes, and utilize new technology and best practice methodologies;
- Support the development of customer service standards and KPIs for the Directorate which will aim to ensure a strong customer focus;
- Implement systems for the monitoring and reporting of customer service performance;
- Support the implementation of systems and processes to improve customer service performance;
- Support community engagement across the Directorate by assisting in the development and delivery of engagement plans for projects.
- Contact Centre service agreement and scripting for the Directorate
- Produce periodic reports on customer service KPIs;

### Administration Support

- Manage and lead administrative support staff deployed across the Directorate;
- co-ordinate the administration work load and delegate to staff members across the Directorate;
- Map core and sub level work flow process

### Customer Complaints Management

- Coordinate and manage Administrative Action Complaints
- Provide periodic and detailed analyses of customer complaint data to branch managers to assist in business improvement;
- respond to customer requests via telephone calls, emails, letters and meetings;

## Mandatory Licence/Competency (Ticket) Requirements

- Queensland 'C' Class driver's licence that is current and maintained.

# Position Description

## Desirable Licence/Competency (Ticket) Requirements

N/A

## Essential Knowledge/Skills/Qualifications Criteria

- Tertiary qualifications at degree level in business management or communications or demonstrated equivalent competencies gained through experience
- Demonstrated experience in a similar role with proven ability to lead, motivate and manage staff
- Proven ability to work independently, exercise initiative and meet deadlines.
- Sound knowledge of customer engagement, communications, performance monitoring and business improvement practices
- Demonstrated experience in effectively developing and maintaining strategic relationships and effectively communicating with internal and external stakeholders.
- Proven ability in process mapping and systems development.
- Demonstrated experience in complaints management
- Critical thinking and analytical orientation with proven ability to undertake research, analyse data, and apply results in problem solving and decision making.

## Desirable Knowledge/Skills/Qualifications Criteria

- Demonstrated experience in building, managing and leading high performing teams with a focus on customer services and continuous improvement.
- Demonstrated experience in a construction or service environment including operational and project management activities.

## Physical Requirements of the Position

*Note: Applicants with disabilities will be considered on a case by case basis.*

- An ability to perform tasks for extended periods whilst in a sitting position and occasionally pushing, pulling or handling objects exerting a force up to 5kg.
- An ability to walk up and down stairs whilst occasionally carrying weights up to 15kg.
- An ability to clearly hear directions and instructions being provided at normal speech levels.

## Special Requirements

- Occasional out of hours work (including weekends).
- Regular local travel.

## ORGANISATIONAL INFORMATION

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Reviewed: October

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[Printed copies are uncontrolled. It is the responsibility of each user to ensure that any copies of system documents are the current issue]

# Position Description

## Safety

### Behaviours

Maintain a positive attitude towards acquiring an understanding of work health and safety (WHS) legislation, including Council WHS policies and procedures.

Fostering and maintaining a positive attitude towards WHS within the individual work teams.

### Responsibility

Applying Council policies and procedures in every day work activities to assist Council in ensuring a safe work environment.

To meet the standards imposed by any relevant safety legislation as required by Queensland's *Work Health and Safety Act 2011*.

### Related documents

- WHS Policy statement WHSPOL004.
- Work Health and Safety Responsibility and Accountability Statement WHSPOL008.
- The WHS KPIs are located in the Work Health and Safety Management Plan WHSPOL010 and should be referenced as applicable with this position.

## Code of Conduct

As per the Staff Code of Conduct (OCPOL001), employees must conduct all business with integrity, honesty and fairness and comply with all relevant laws, regulations, codes, policies and procedures.

## Records Management

Council employees are required to ensure adequate records of actions taken and decisions made whilst undertaking their duties are created and maintained, in accordance with Council's Recordkeeping Policy.

## Council's Vision

To be the *natural* choice to live, work and play.

## Council's Values

**Accountable** – we take responsibility for our actions. We will be accessible and fair.

**Consistent** – our actions will reflect Council's guidelines and practices at all times.

**Appreciative** – we value the opportunities we have and that we look for the best in our people, our organisation and our community.

**Communicative** – we will keep people informed, consult with the community and will actively listen to and respond to their input.

# Position Description

**Respectful** – we treat people with dignity and courtesy. We recognise and support the contribution of individuals and respect each other, our customers and the diverse community we serve.

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## POSITION APPROVAL AND ACCEPTANCE

### Approved by

Name		Position	
Signature		Date	

### Accepted by

Name			
Signature		Date	

*The scope and requirements of this position as well as the organisational structure is subject to change by Council as required by business needs.*