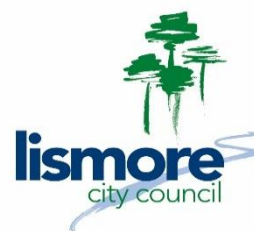


ROLE DESCRIPTION

Coordinator Business Administration

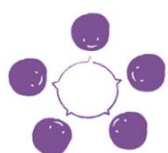


Directorate	Chief Operating Office
Department	Shared Services
Reporting to	Head of COO Shared Services
Position Number	2974
Band	Band 3, Level 2
Grade	16
Date of Review	March 24

Council Overview

At Lismore City Council, we are driven by our passion for creating a better future where we live, work and play. We believe in working as one yet staying true to ourselves. Help make a positive impact on our community while enjoying a rewarding career of opportunities. Lismore City Council, where it's possible to love what you do

Our Values



Communicate



Passionate



Respect



Strive

Primary purpose of the role

The Coordinator of Business Administration, situated within the Chief Operating Office's Shared Services department at Lismore Council, plays a pivotal role in supporting the business support team. Reporting to the Head of COO Shared Services, the primary purpose of this role is to oversee the planning, coordination, and delivery of a wide range of administrative processes, projects, and support services for the Chief Operating Office. The Coordinator provides leadership to the business support team, ensuring the smooth operation of daily activities and contributing to the achievement of corporate objectives. This position requires a proactive individual with strong organisational skills, effective communication, and the ability to foster collaborative relationships within the Council.

In this role, the incumbent will lead a dedicated team, overseeing a range of administrative processes that are central to the Council's daily operations. This involves coordinating and streamlining administrative procedures, implementing best practices, and collaborating with internal stakeholders to enhance organisational productivity.

Key Accountabilities

- Provide effective leadership to the Business Administration team, fostering a positive and collaborative work environment.

- Oversee and optimise administrative processes, ensuring accuracy and efficiency in tasks such as data entry, document management, and correspondence.
- Facilitate clear communication channels between departments, promoting a cohesive work environment and ensuring information flow is efficient.
- Implement and enforce administrative policies and procedures to maintain compliance and uphold the Council's standards.
- Efficiently allocate resources within the Business Administration team to meet organisational needs and priorities.
- Identify training needs and provide ongoing development opportunities for team members to enhance their skills and capabilities.
- Continuously improve practices incorporating technological advancements and integrate relevant tools to enhance administrative processes.
- Implement quality assurance measures to uphold high standards in administrative outputs and minimise errors.
- Ensure that all Council business is adequately documented in all relevant systems in accordance with appropriate standards and procedures.
- Promote and model a positive and collaborative culture with operational staff to improve team service provision whilst maintaining an awareness of current business activities to assist with the achievement of corporate objectives.
- Foster business improvements through ongoing procedure, process and system reviews focusing upon whole of business service delivery.
- Management of budget relevant to the Business Support team.
- Assist the Head of COO Shared Services to plan and review budget and work programs for each financial year.

Key Challenges

- Navigate and lead the team through changes in administrative processes and technologies.
- Manage competing priorities and tight deadlines inherent in a fast-paced administrative environment.
- Build effective relationships with internal and external stakeholders to ensure collaborative and smooth operations.
- Optimise resource allocation and productivity in the face of potential budget constraints.
- Respond proactively to evolving organisational needs and industry best practices.

Qualification Requirements

- Proven ability to lead and motivate a team, fostering a positive and collaborative work culture.
- Exceptional organisational and time management skills, with a keen eye for detail.
- Strong written and verbal communication skills, with the ability to convey complex information clearly and concisely.
- Demonstrated ability to analyse and solve problems, making informed decisions under pressure.
- Bachelor's degree in Business Administration, Management, or a related field, or with a minimum of 5 years of relevant experience.

- Current Class C Driver's Licence.

Organisational Obligations

- Adhere to Council's Code of Conduct
- Council Policies and Procedures
- WHS Obligations and Responsibilities

Role Dimensions

Technology

Laptop, Dual Monitor, Headset, Mobile Phone

Immunisation Requirements

Nil

Key Relationships

Who	Why
Internal	
Head of Section	<ul style="list-style-type: none"> ✓ Escalate issues, keep informed, receive guidance and instructions and contribute to decision making. ✓ Participate in meetings and discussions to share information, provide advice, input and feedback. ✓ Identify sensitive issues, risk & opportunities and recommend potential solutions. ✓ Provide regular updates on key projects/programs and priorities.
Direct reports	<ul style="list-style-type: none"> ✓ Inspire, guide, support, motivate, coach, mentor, develop and manage performance. ✓ Review work and proposals to ensure integrity and accountability of decision making. ✓ Provide own perspective and share information. ✓ Demonstrate the importance of and work collaboratively with to achieve outcomes.
Shared Services	<ul style="list-style-type: none"> ✓ Support team members and work collaboratively to contribute to achieving business outcomes. ✓ Participate in discussions and decisions regarding resolution of issues and implementation of innovation and best practice. ✓ Represent work group perspective and share information. ✓ Review work and proposals of team members.
Employees	<ul style="list-style-type: none"> ✓ Promote departmental services to improve confidence and trust across the organisation.
External	
Customers / Community members	<ul style="list-style-type: none"> ✓ Build relationships with community members and other stakeholders to drive collaboration and positive outcomes. ✓ Enhance the provision of solutions in a timely manner. ✓ Provide information and resolve technical and complex enquiries and delivery of services.
Key external stakeholders including Government agencies, local councils and other industry bodies	<ul style="list-style-type: none"> ✓ Develop and maintain strong effective working relationships and open channels of communication to support the coordination, planning and delivery of projects. ✓ Research information and ensure actions and processes do not conflict with other organisations and/or agencies legislative responsibilities and operations policies as well as remove duplication and mitigate risk.