

# Position description

## Business Support Officer

Division:	<b>Liveable Communities</b>
Department:	<b>Customer Experience</b>
Reports to:	<b>Senior Administrative Officer Development &amp; Building</b>
Number of direct reports:	<b>Nil</b>
Location:	<b>Yalawanyi Ganya</b>
Grade:	<b>Grade 5</b>
Employment status:	<b>Casual/Part-time/Full-time</b>
Hours of work:	<b>Various</b>
Date approved:	

### Our Mission

"We deliver benefits for our community in a way that adds value and builds trust".

### Our Values

Organisational values are a critical component of our organisational culture. Council staff and management have created and adopted the following set of organisational values which help guide our decisions and behaviours.

<b>Wellbeing</b>	We value safety, security, health and happiness
<b>Integrity</b>	We are open, honest, accountable and take pride in all we do
<b>Sustainability</b>	We use efficiencies, innovation and cooperation to achieve sustainable results
<b>Respect</b>	We work together respectfully ensuring inclusion, equality and open communication

### Position Overview

Reporting to the Senior Administrative Officer Development & Building, this position is responsible for providing administrative support across the Liveable Communities Division of Council, using prescribed standards and current technology to meet both internal and external customer needs and statutory requirements.

This position sits within the Customer Experience Department and works closely with the Development, Building and Natural Systems teams and supports all Customer Experience teams and other sections as required.

## Key Accountabilities & Duties

- Provide high quality administrative support which contributes to the delivery of services to customers including, but not limited to:
  - Generation of correspondence, reports, minutes and other associated information within requirements and deadlines.
  - Providing a professional service and the accurate relaying of all messages and information to relevant officers.
  - Assisting staff on the use of Council systems / processes.
  - Electronic file management and data entry.
  - Creating and maintaining documentation on procedures, application user guides and/or training material.
  - Quality control of customer documents.
- Being current and competent in knowledge and understanding of the wide range of Council functions, services, policies, procedures, programs, projects and events.
- Dealing with difficult customers and a diverse range of customers with varying needs in a professional, timely and accurate manner.
- Provide regular reporting on achievements and service delivery standards.
- Provide back up support to the Customer Experience teams and foster strong working relationships across the organisation.
- Work Health & Safety - All Council staff are accountable for ensuring that they fulfil their specific responsibilities, duties and due diligence requirements under the NSW Work, Health & Safety legislation. Staff are also required to adhere to Council's relevant safe work instructions, policies and procedures.
- Equal Employment Opportunity (EEO) - All Council staff are required to adhere to Council's EEO policies and procedures.
- Delegations - All Council staff are required to comply with the financial and operational delegations issued to them as per Council's delegations register.
- Other duties within the employee's skill, competence and training level, as required to meet business needs.

## Essential Requirements





1. Cert III or above in Business Administration / Customer Engagement or demonstrated experience within a similar role.
2. Demonstrated experience in an administrative support capacity, including experience and knowledge of meeting procedures and minute taking.
3. High level digital literacy, typing and data entry skills, including a certified touch typing speed of 50wpm.
4. High proficiency in Microsoft Office applications, in particular Word, Excel and Outlook.
5. Experience in Electronic records management systems.
6. Highly developed communication skills including strong written communication skills and ability to liaise effectively with the general public and staff at all organisational levels.
7. Demonstrated ability to meet the focus capability requirements of this position as defined in the position capabilities.
8. Current Class C Drivers Licence

## Position Capabilities

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose.

More detailed descriptors of capabilities are available at: <http://capability.lgnsw.org.au/?staff-member>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position.

Local Government Capability Framework		
Capability Group	Capability Name	Level
 <b>Personal attributes</b>	Manage Self	Foundational
	Display Resilience and Adaptability	Foundational
	Act with Integrity	Foundational
	Demonstrate Accountability	Foundational
 <b>Relationships</b>	Communicate and Engage	Intermediate
	<b>Community and Customer Focus</b>	<b>Adept</b>
	<b>Work Collaboratively</b>	<b>Intermediate</b>
	Influence and Negotiate	Foundational
 <b>Results</b>	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Create and Innovate	Foundational
	<b>Deliver Results</b>	<b>Intermediate</b>
 <b>Resources</b>	Finance	Foundational
	Assets and Tools	Foundational
	<b>Technology and Information</b>	<b>Intermediate</b>
	Procurement and Contracts	Foundational

## ACKNOWLEDGEMENT

This position description is a broad description of the accountabilities, duties and required capabilities relating to this position. The role and position are dynamic and may evolve and change over time in line with changing strategic and operational requirements. Continuing development, change and improvement of processes, practices, knowledge, skills and behaviours is expected at MidCoast Council.

I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that, with consultation, my duties may be modified by MidCoast Council from time to time as necessary.

Employee's Signature:

Date:

#### HR USE ONLY

Is a Working with Children Check required for this position?

Yes ☐ No ☒

Is a criminal record check required for this position?

Yes ☐ No ☒