

Position Description



Business Support Officer

Business Unit: Operations

Reporting to: Technical Services Manager

Position Purpose

Provide the full range of quality business and administrative support services in an organised, timely, reliable and efficient manner. To perform all responsibilities which are consistent with the operating practices of WaterNSW and put safety first.

Key Accountabilities

1. **Safety:** ensure all activities are undertaken with the safety of our people as the number one priority and always role model safe behaviour.
2. **Values:** behave and make decisions in accordance with the WaterNSW Values at all times.
3. Manage & maintain routine financial transactions and purchasing services, ensuring compliance with WaterNSW standards, procedures, and contractual obligations.
4. Provide accurate and timely business and administrative support functions to managers and staff, including document control management and functions to support the project delivery effort.
5. Coordinate and facilitate business support meetings, take minutes, and follow up actions as required.
6. Support tasks allocated by the team leaders to support management to ensure deadlines are met and undertake improvements where required.
7. Establish and maintain effective working networks and communication relationships with staff within the team and WaterNSW, including the onboarding and offboarding of Asset Delivery Staff.

Key Challenges

- Supporting and assisting with improvements in safety performance, customer service, efficiencies and effectiveness.
- Delivering multiple business support activities and services in line with agreed standards, timeframes and milestones, given tight timeframes and the need to maintain accuracy and attention to detail.

- Supporting organisational focus on commerciality, efficiency, prioritising value add activity and eliminating waste.

Significant Internal Relationships

Stakeholder	Purpose of Relationship
Business Unit Senior Leaders	Daily interaction with management to provide administration & diary management support to required managers
WaterNSW Employees	Daily to assist and provide administration support

Significant External Relationships

Stakeholder	Purpose of Relationship
N/A	

Delegations, Financial Accountabilities & Freedom to Act

- As defined in the WaterNSW Financial Delegations as varied from time to time.

WaterNSW Leadership & Performance Competencies

People	Level	
Communicating with Influence	B	<ul style="list-style-type: none"> • Tailors communication to suit the audience and uses a range of influencing techniques to build support • Supports messages with relevant examples, demonstrations and stories • Communicates issues clearly with different audiences • Handles challenging questions confidently and constructively
Awareness and Personal Resilience	B	<ul style="list-style-type: none"> • Continues to perform effectively in highly stressful and ambiguous circumstances • Demonstrates a positive outlook in times of uncertainty • Is aware of others emotions and adapts approach accordingly • Recognises own emotions and employs strategies to manage these under pressure
Managing Change	A	<ul style="list-style-type: none"> • Maintains a positive attitude during times of change • Works effectively even when faced with disruption and uncertainty

		<ul style="list-style-type: none"> Supports others during times of change
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Customer	Level	
Customer and Service Responsiveness	A	<ul style="list-style-type: none"> Uses appropriate questioning techniques to understand the underlying issue for a customer Takes responsibility for delivering on promises made Takes responsibility to resolve or escalate customer issues Understands own and teams impact on the customer and services provided

Business	Level	
Planning & Delivering Results	A	<ul style="list-style-type: none"> Completes work in a timely manner to expected standards Identifies issues or roadblocks, looks to solve first and if needed advises upwards Plans and organises work by drawing on necessary tools and resources Monitors the progress of plans and deliverables Identifies more critical and less critical activities; adjusts priorities when appropriate Displays drive and a clear focus on achieving results

Mandatory Candidate Requirements

Qualifications:

- Current NSW Drivers Licence

Knowledge & Experience:

- Demonstrated proficiency in the use of TRIM, Microsoft Word, Excel, PowerPoint and Outlook
- Demonstrated office management experience and sound organisational, analytical and time management skills.
- High level interpersonal and communication skills both written and verbal

Favourable Candidate Requirements

- Certificate III or IV in Business Administration.

- Demonstrated ability and experience in working effectively in a multi-disciplinary team environment and with external service providers and stakeholders.
- Demonstrated ability to plan and organise work to successfully meet needs of different staff, within strict deadlines.
- Demonstrated effective records management skills.
- Demonstrated aptitude and willingness to acquire understanding and proficiency in the use of the WaterNSW corporate systems and other relevant systems as well as associated procedures.
- Demonstrated ability and experience in Microsoft office D365 (financial).
- Minimum two years' experience in a similar role.
- Understanding and awareness of contract administration would be beneficial.

Pre-Employment Checks Required

- Identification
- Qualifications
- Drivers Licence
- Pre-employment Medical – Office based
- Police Check