



Position Details

Position title:	Business Support Officer – DTS
Award Classification:	Band 5
Department:	Digital and Technology Solutions (DTS)
Division:	Organisational Capability and Experience
Date Approved:	August 2026
Approved By:	Chief Information and Innovation Officer

Organisational Relationships:

Reports To:	Coordinator Councillor and Executive Support
Supervises:	N/A
Internal Stakeholders:	Chief Information and Innovation Officer (CIIO), DTS Lead Team, Councillor and Executive Support Team, and other Council employees
External Stakeholders:	Clients, suppliers, consultants and Contractors

Position Objectives

- Key person within the DTS department for purchasing and contract administration within the Digital and Technology Services division. This role is part of the Business Support team and will also work as required across the team to provide knowledge and support in the purchasing space.

Key Responsibilities and Duties

- Assist the Digital and Technology Services (DTS) department with payment of their invoices, raising requisitions, credit card management and general financial support to ensure that payments are made to our vendors in a timely and compliant manner.
- Monitor and maintain contracts through OneCouncil, relating to technology purchases for the organisation.

- Provide education and support to the department, and broader division in purchasing matters.
- Develop and maintain strong procurement processes for the DTS team, that align with the City of Port Phillips procurement policy and reduces strategic risk.
- Liaise and build strong rapport with our key stakeholders both internally and externally, to support management of some of our high profile external technology contracts.
- Abide by all relevant Procurement, Finance and ICT policies, as well as all relevant guidelines within the City of Port Phillip
- General ad hoc administration support for the Digital and Technology Support department as required.

Accountability and Extent of Authority

- This role reports to the Coordinator Councillor and Executive Support however, will be expected to work with the DTS department to manage their contracts and purchasing on a day-to-day basis.
- The DTS team and external contractors will be your key customers in this role.
- Managing your own time is important, as this role is heavily dependent on ensuring deadlines are met.

Judgement and Decision Making

- This position is responsible for the timely processing and payment of invoices and management of contracts within the DTS team.
- Ensuring the appropriate cost codes and contracts are used for payment is important to ensure that our spend on technology is captured correctly.

Specialist Skills and Knowledge

- Strong understanding of financial best practice is important to be able to succeed in this role as this team needs to ensure strong financial compliance.
- Ability to work within finance systems to extract and digest financial information.

Management Skills

- Ability to manage their own time and plan time in advance, to ensure that invoices are paid by the due date, and that purchase orders are raised in advance to ensure financial compliance.
- Work across the department to ensure that good financial practice is followed by all. This includes providing advice, training and guidance to support their financial and systems knowledge.



Interpersonal Skills

- Ability to gain co-operation & assistance from both internal and external stakeholders.
- Clear written communication to our stakeholders pertaining to the management of finances and contracts.

Qualifications and Experience

- Generalist corporate (public or private) administration experience required
- TechnologyOne - OneCouncil system experience preferred but not essential

Child-Safe Standards

- Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

Security Requirements and Professional Obligations

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:



- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia
- Sufficient proof of their identity.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.

Key Selection Criteria

- Strong financial system skills, preferably within OneCouncil to be able to navigate, educate and maintain finances within the system.
- Ability to build rapport with both internal and external stakeholders through both oral and written communication skills.
- Experience with raising requisitions and/or purchase orders and paying invoices.
- Ability to provide strong administration support and prioritise work as required to meet the needs of the team.

City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.