



City of
Kalgoorlie
Boulder

Position Description

Position Title: Business Support Officer – Asset Strategy & Services

Position Details

Position Number	4573
Position Classification	Level 6/1 – 6/6
Status	Permanent / Full Time
Directorate	Engineering
Business Unit	Asset Strategy & Services
Work Location	City Administration Building and Depot as operationally required
Reports To	Manager Asset Strategy & Services
Supervisory Responsibility	Nil. May coordinate administrative workflows and provide guidance to branch employees without direct supervisory responsibility.

Organisational Overview

The City of Kalgoorlie-Boulder is a thriving regional city covering an area of 95,000 km² and home to over 30,000 people.

The City owns and manages contemporary community facilities, hosts a range of first-class events, and provides significant community investment in grants and sponsorships.

The City employs 400 plus staff members who operate out of eight City facilities. The Council employs the CEO, who is supported by the Executive Leadership Team, whose structure is set out below.

Organisational Structure



Vision, Mission and Corporate Values

VISION

Connected by its many communities, abundant in economic and lifestyle opportunities.

By 2050, Kalgoorlie-Boulder is a thriving, sustainable, and globally connected regional city — shaped by our Goldfields legacy and a rich Aboriginal heritage.

Kalgoorlie-Boulder is more than a place to live — it's a place of opportunity and innovation, where diverse industries, quality infrastructure, and lifelong learning contribute to a city where families and businesses grow and prosper, communities connect, and visitors feel welcome.

MISSION

"Working together for the place and people we call home."

ACTRITE

Our Values for Performance and Accountability
Guiding our culture of performance, integrity, and impact

- A Accountability** We take ownership of our actions and outcomes, delivering on our commitments.
- C Collaboration** We work together with shared purpose to achieve common goals.
- T Teamwork** We support one another, celebrate success and grow stronger together.
- R Respect** We treat others with dignity, value diverse perspectives and build inclusive relationships.
- I Integrity** We act with honesty, fairness, and ethical responsibility in all we do.
- T Transparency** We communicate openly, share information freely and foster trust.
- E Excellence** We pursue high standards, continuous improvement and impactful results.

Together, we ACTRITE.

Position Objectives

To provide high-level executive and business support to the Manager Asset Strategy & Services and coordinated administrative support across the Asset Strategy & Services Branch. The position enables effective branch governance, reporting, information management, customer request coordination and business operations through responsive service, accurate administration, sound judgement and proactive follow-up.

Key Responsibilities & Duties

Key accountabilities

A. Executive and manager support

- Provide proactive executive and business support to the Manager.
- Manage diary, correspondence, meetings, travel and priorities.
- Prepare and quality-check correspondence, presentations, briefings and routine documents.
- Maintain, monitor and coordinate follow-up of the Manager's action register.

B. Branch business coordination

- Coordinate recurring administrative workflows and branch calendars.
- Maintain registers of reporting obligations, submissions, projects and actions.
- Coordinate branch meetings, workshops and stakeholder forums.
- Monitor administrative deadlines and escalate emerging issues.

C. Governance and reporting support

- Coordinate Council, executive and branch reporting processes.
- Format and quality-check reports, agendas, minutes and briefing materials.
- Maintain reporting schedules and evidence of completed actions.
- Support compliance with document, governance and approval requirements.

D. Customer and stakeholder request coordination

- Receive, register, triage and allocate requests.
- Monitor responses against service standards.
- Provide status updates and escalate overdue, sensitive or high-risk matters.
- Maintain professional communication with internal and external stakeholders.

E. Financial, procurement and information administration

- Coordinate purchase requisitions, purchase orders and invoice workflows.
- Maintain expenditure trackers and supporting records.
- Maintain branch records, registers, templates and controlled documents.
- Apply relevant confidentiality, privacy and recordkeeping requirements.

F. Business improvement

- Review administrative workflows and identify improvement opportunities.
- Develop fit-for-purpose templates, procedures and reporting tools.
- Support implementation and evaluation of agreed improvements.
- Promote consistent administrative practices across the branch.

G. Other Duties

- The employee may be required to undertake other duties that are reasonably associated with the position, within their skills, competence, qualifications and level of responsibility, as directed by the Supervisor.

Key Performance Indicators

1. At least 95% of controlled correspondence is registered, allocated, prepared or progressed within applicable corporate or Manager-approved timeframes.
2. All scheduled Manager meetings requiring support are prepared for in accordance with agreed requirements, subject to adequate notice and availability of information.
3. At least 95% of routine meeting agendas and papers are distributed at least three business days before the meeting, unless an alternative timeframe is approved.
4. At least 95% of draft minutes and updated action registers are issued for review within five business days after the meeting.
5. At least 95% of requests received through the position are registered, triaged and allocated within one business day.
6. Outstanding and overdue actions are reviewed at least weekly and escalated in accordance with the agreed action management process.
7. At least 95% of complete and correctly authorised purchase order and invoice documentation is processed within applicable Finance timeframes.
8. Branch registers and controlled administrative records under the position's responsibility are reviewed at least quarterly, with identified deficiencies corrected or escalated.
9. All known Council, executive and recurring branch reporting deadlines are recorded and monitored, with emerging risks escalated before the due date.
10. At least two administrative process improvements are documented and submitted for approval each year, with approved improvements coordinated within agreed timeframes.

Judgement & Decision Making

- Plan, organise and prioritise administrative, reporting and executive support activities to meet competing deadlines and business requirements.
- Exercise sound judgement and discretion when managing confidential, sensitive and commercially sensitive information.
- Identify administrative, reporting and business process issues and implement routine solutions within approved procedures, escalating complex, high-risk or non-routine matters.
- Apply organisational policies, procedures, delegations and governance requirements when undertaking administrative activities and supporting decision-making processes.
- Use initiative to coordinate actions, monitor commitments and follow up outstanding matters on behalf of the Manager and Branch leadership team.
- Determine appropriate priorities and responses to routine enquiries, requests and correspondence within established guidelines.



- Maintain effective working relationships with internal and external stakeholders while exercising professionalism, confidentiality and sound judgement.
- Contribute to administrative process improvements and recommend opportunities to improve business efficiency and service delivery.

Skills & Knowledge

Essential

- Demonstrated experience providing high-level executive, governance or business support to a senior manager or multidisciplinary business unit.
- Demonstrated ability to coordinate competing priorities, meetings, correspondence, reports, action registers and recurring business deadlines.
- High-level written communication, proofreading, document formatting and quality assurance skills.
- Demonstrated experience preparing agendas, taking accurate minutes and monitoring actions through to completion or escalation.
- Experience in records, document control and information management, including maintaining registers and controlled documents.
- Experience undertaking financial and procurement administration, including purchase orders, invoices, expenditure tracking and supporting documentation.
- Demonstrated ability to identify and implement improvements to administrative systems, templates, procedures or workflows.
- Advanced digital capability, including Microsoft 365 applications and the ability to learn corporate information, finance and reporting systems.
- Strong interpersonal, customer service and stakeholder coordination skills, including the ability to manage sensitive or competing requests professionally.
- Demonstrated ability to exercise sound judgement, initiative, discretion and confidentiality.
- Current unrestricted Western Australian C Class Driver's Licence.

Desirable

- Certificate IV or Diploma in Business, Business Administration, Local Government or a related discipline.
- Experience in Western Australian local government.
- Experience supporting Council, executive or formal governance reporting processes.
- Experience using corporate finance, records, customer request or reporting systems.
- Experience supporting asset management, engineering, infrastructure, maintenance or operational services.
- Knowledge of local government recordkeeping, procurement and governance requirements.

Behavioral Responsibilities

- **Accountability** - We take ownership of our actions and outcomes, delivering on our commitments.
- **Collaboration** - We work together with respect and shared purpose to achieve common goals.
- **Teamwork** - We support one another, celebrate collective success and grow stronger together.
- **Respect** - We treat others with dignity, value diverse perspectives and build inclusive relationships.
- **Integrity** - We act with honesty, fairness and ethical responsibility in all we do.
- **Transparency** - We communicate openly, share information freely and foster trust.
- **Excellence** - We pursue high standards, continuous improvement and impactful results.

Corporate responsibilities

- Adhere to all City policies, procedures, Codes of Conduct and relevant legislative requirements.

- Deliver high quality internal and external customer service in accordance with the City's Customer Service Charter and organisational values.
- Ensure all stakeholders are treated in a professional, respectful, timely and courteous manner.
- Actively identify, report and manage risks in accordance with the City's Risk Management Framework and relevant procedures.
- Contribute to a positive, inclusive and collaborative workplace culture through ethical, professional and accountable behaviour.
- Take reasonable care for personal health and safety and the health and safety of others in accordance with Work Health and Safety requirements.
- Participate in continuous improvement initiatives and support the achievement of branch and organisational objectives.
- Comply with all information management, recordkeeping, privacy and confidentiality requirements.
- Maintain a high level of professionalism, discretion and confidentiality when managing information, correspondence and matters relating to the Manager Asset Strategy & Services and the Asset Strategy & Services Branch.
- Build and maintain effective working relationships with elected members, employees, contractors, service providers and members of the community.
- Support the Asset Strategy & Services Branch through professional, responsive and customer-focused administrative services.
- Exercise discretion and sound judgement when handling confidential, commercially sensitive or personnel-related information.

Key Working Relationships

Internal

- Manager Asset Strategy & Services
- Asset Strategy & Services branch employees
- Directorate and executive support employees
- Governance, Finance, Procurement, People and Culture, Customer Service and Information Management teams
- Other City branches requiring coordinated asset-related information or responses

External

- Contractors, consultants and service providers
- Community members and customers
- Government agencies and sector organisations
- Other stakeholders as directed by the Manager

