

Position Title	Senior Business Support Officer
Department	Planning
Division	
Unit	
Team	Business Services
Supervises	Nil
Reports To	Team Leader Business Services
Grade	E
Date Prepared	9/12/2025
Date Last Updated	24/08/2026

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed
to **safety**



We work as
one **team**



We act with
integrity



We care about
our **customers**



We **continuously**
improve

Primary Purpose of Position

The Planning Department at the City of Canterbury-Bankstown (CBCity) plays a vital role in shaping how the city grows, develops, and operates. The Senior Business Support Officer delivers specialised administrative, operational, and coordination support across the department. The role works collaboratively with all business units to ensure seamless daily operations and consistently high-quality service delivery to internal and external customers. As a subject matter expert, the Senior Business Support Officer contributes to the design and delivery of training programs and supports continuous improvement through regular quality-assurance reviews in partnership with the Business Services Team Leader. The role also represents Business Services in process-improvement and continuous-improvement initiatives and contributes to the Planning Department's internal and external communications. The position responds to ad-hoc support requests as required and may be delegated to act in the Business Services Team Leader role during periods of leave or when otherwise assigned.

Accountabilities

- Provide specialised administrative and operational support to the Planning Department, including document and data management using Council systems (iShare, Q-Pulse, Pathway). □
- Assist in reviewing and formatting documents, Council presentation plans and newsletters using Microsoft suite of products and/or similar programs as required. □
- Create internal and external knowledge articles to support improving self service options, building capability and knowledge within the team, department and customer facing. □
- Ensure internal and external customer expectations are met through prompt handling of enquiries meeting team KPI's and departmental SLAs. □
- Participate in process and continuous improvement initiatives and projects and conduct user acceptance testing when required. □
- As subject matter expert you will provide support and assistance to the broader team on a daily basis.
- Provide support for specialised and technical tasks and activities. □
- Supporting the team leader in their function and scope and act in the team leader position in periods of leave or when delegated. □
- Conduct regular quality assurance reviews of team members in line with the Quality Framework.

- Share knowledge, raise issues, and contribute to service improvements while staying updated on legislation and industry programs. □
- Optimise available technology to drive efficiencies and to improve service delivery. □
- Analyse and evaluate service improvement requests or ideas including evaluating requests and ideas submitted via the ideas and continuous improvement register. □
- Actively participate in regular team meetings with other team members and represent the team at internal and external meetings and functions as required. □
- Undertake a variety of work within the multi-skilled team environment.
- Participate in ongoing training and development to enhance skills and knowledge.
- As a subject matter expert you will facilitate and conduct training and assist with the onboarding of new team members when required. □
- Perform a range of general administrative processing tasks, including creating and formatting documents, merging files, preparing letters, renewals, reminders, general correspondence using Microsoft Office applications and internal systems and databases inline with government requirements. □
- Process customer requests including updating customer data in Council systems and management of Council documentation through the “iShare” Records Management system and utilise Q-Pulse and Pathway as required.
- Provide constructive feedback to the team leader on opportunities for improving operating processes and procedures.
- Contribute to the development and implementation of process enhancements and technology solutions.
- Perform other duties as directed by the team leader, coordinator or members of the broader leadership team.

Position capabilities and level

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. Refer to the next section for further information about the focus capabilities.

Capability Profile – Council Officer

Capability Group	Capability Name	Level
 Personal Character	Lead Self	Adept
	Display Resilience	Intermediate
	Act with Integrity	Adept
	Safety and Accountability	Intermediate
 Relationships	Communicate and Engage	Intermediate
	Customer and Community Focus	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Innovate and Improve	Intermediate
	Deliver Results	Intermediate
 Resources	Finance	Intermediate
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Intermediate
 People Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Resources		
Technology and Information	Intermediate	- Shows confidence in using core office software and other computer applications - Makes effective use of records, information and knowledge management systems - Supports the introduction of new technologies to improve efficiency and effectiveness
Relationships		
Work Collaboratively	Adept	- Contributes to a culture of respect and understanding in the organisation - Creates an atmosphere of trust and mutual respect within the team - Builds cooperation and overcomes barriers to sharing across teams/ units - Relates well to people at all levels and develops respectful working relationships across the - Identifies opportunities to work together with other teams/units
Relationships		
Customer and Community Focus	Adept	- Demonstrates a sound understanding of the interests and needs of customers and the community - Takes responsibility for delivering quality customer- focused services - Listens to customer and community needs and ensures responsiveness - Builds relationships with customers and identifies improvements to services

		Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
Results		
Innovate and Improve	Intermediate	- Researches developments and trends in the industry - Thinks about issues and opportunities from different viewpoints - Links together unrelated ideas or events to generate insights - Identifies improvements to work systems, processes and practices

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the Chief Executive Officer.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council's WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council's Records and Information Management policies, procedures and guidelines.

Fraud & Corruption Prevention

All staff must familiarise themselves with Council's policies, systems and procedures that are in place to guard against the risk of fraud and corruption. This includes behaving ethically at all times, and actively identifying and reporting any suspected fraud and corruption.

Qualifications and Experience

Essential Qualifications

- Relevant qualifications or demonstrated experience in office administration and customer service roles.

Essential Experience

- Minimum of 2 years' experience in a senior administrative and/or customer support role.
- Proven experience in a customer service environment, with a demonstrated commitment to delivering high-quality service.□
- Highly developed communication skills, both written and verbal, with the ability to engage effectively with a wide range of stakeholders.□
- Demonstrated ability to think creatively and develop innovative solutions to operational or service challenges.
- Strong organisational and time-management skills, with the ability to manage competing priorities.
- Ability to maintain strict confidentiality when handling sensitive information.□
- Flexibility to work effectively under changing priorities and in a dynamic environment.
- Demonstrated ability to quickly learn departmental functions and utilise new information for ongoing professional development.□
- Strong digital literacy, including strong proficiency with Microsoft 365 applications (Word, Excel, PowerPoint, Outlook) and Adobe products.□
- Sound working knowledge of Pathways, SAP, iShare, and InfoCouncil, with the ability to learn additional systems as required.

Desirable Qualifications and or Experience

- Knowledge of State, Federal and Local Government activities and responsibilities.

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	☐	☒
Does this position require incumbent to undergo criminal reference check?	☐	☒
Does this position require incumbent to demonstrate good driving Licence class required: No Licence Required	☐	☒
Will incumbent need to make disclosure of pecuniary interest?	☐	☒
Could there be a conflict of interest with secondary employment?	☒	☐
Does this position have an inherently high risk for fraud and corruption?	☒	☐