



Position Description

Business Systems Support Officer

Division	Community and Recreation
Business Unit	Sports and Recreation
Grade	F
Job Code	JC10149

Council Overview

The Northern Beaches is truly unique. Our area stretches from Palm Beach in the north to Manly in the south and boasts 24 ocean beaches, over 80kms of coastline, 4 coastal lagoons, clean waterways, and beautiful wildlife. We recognise the traditional owners of our area and their continuing connection to waters and land, and we thank them for their protection of our coastline and its ecosystems.

We are home to nearly 270,000 residents and their vision for the Northern Beaches Council is a safe, diverse, inclusive, and connected community that lives in balance with our environment. We are committed to working with the community and other stakeholders in making this a reality.

As one of the largest employers on the Northern Beaches we are focused on building an engaged and productive workforce that partners with our community to protect, improve and create our future. The breadth of our service delivery is significant.

We are a modern, multi-award-winning council that strives for excellence in all we do including the provision of the highest levels of customer service. We are also the proud winner of the 2022 AR Bluett Award for the most progressive metropolitan council in NSW.

Northern Beaches Council is committed to safeguarding children and young people. Council acknowledges that protecting the safety of children and young people is a whole community responsibility and is everyone's business.

Council Values

Our Council Vision is 'Delivering the highest quality service, valued and trusted by our community'.

Our Values of **Trust, Respect, Integrity, Teamwork, Service and Leadership** provide the foundation for delivering the Vision and drives everything we do and the decisions we make.

Division Community and Recreation

The Community & Recreation Division is responsible for a range of functions which support the whole of Council to deliver high quality services to our Northern Beaches bushland, rural and coastal community. The Division comprises of the following business units – Sports and recreation Services, Children's Services, Community, Arts and Culture; Customer Service; and Libraries.

Business Unit Sports and Recreation

The Sports and Recreation Business Unit provides sporting and recreational services and facilities to the Community including two Aquatic Centres; Manly Andrew 'Boy' Charlton Aquatic Centre and Warringah Aquatic Centre. The Sports and Recreation Business unit delivers Services to the community including learn to swim classes, fitness classes and many other activities as well as providing a variety of facilities for public usage including swimming pools, fitness areas, creche and kiosk facilities.

Primary Purpose of the Position

The Business Systems and Administration Officer provides technical support to the two Aquatic Centres. The role is responsible for the effective use of technology, systems and tools that supports the service.

In addition, the role is responsible for the provision of general administrative and operational support to the WAC Management and the teams within the Service Unit. The role will manage processes to ensure the ongoing efficiency and effectiveness of the administration function while providing the highest level of customer service.

Key Accountabilities

- Coordinate and optimise aquatic centre business systems to support efficient operations, accurate data management and positive customer experiences.
- Provide specialist systems expertise, training and support to staff, building capability and promoting the effective use of business applications and technology platforms.
- Manage the software vendor relationship and internal stakeholders to resolve issues, implement system enhancements and support continuous improvement initiatives.
- Maintain the integrity of business systems, databases, website content and operational information to ensure reliable, accessible and current information.
- Deliver accurate reporting, analysis and business insights to support operational planning, performance monitoring and informed decision-making.
- Lead or contribute to projects, system enhancements and process improvement initiatives that strengthen service delivery, business efficiency and customer outcomes.
- Provide high-quality administrative and customer support services, ensuring enquiries, requests and operational activities are managed effectively and in accordance with service standards.
- Coordinate financial and administrative processes, including reconciliations, purchasing, accounts administration, compliance activities and record management, to support sound governance and operational effectiveness.

Key Challenges

- Managing priorities and relationships with the Software supplier and other internal Council stakeholders.

- Training and supporting staff with a range of skill levels.
- Effectively managing and prioritising tasks to achieve targets in a high workload environment.

Key Internal Relationships

Who	Why
WAC Programs and Customer Service Manager / WAC Manager	• Receive Guidance • Provide high level support and updates on key issues and priorities • Escalate issues and propose solutions
WAC Manager / MABC Manager	• Develop and maintain effective working relationships and open channels of communication. • Work collaboratively to progress outcomes and priorities
Coordinators / Team Leaders	• Provide support • Provide and receive guidance • Liaison, training and support regarding the system and other processes and procedures, and improvements, to enable the Team Leaders to train their team
WAC Customer Service Team	• Provide support and updates on key issues and priorities within department • Maintain effective working relationship and open channel of communication to ensure streamlined delivery of services
WAC Booking Officer	• Maintain effective working relationship and open channel of communication to ensure streamlined delivery of services
Council Business Units	• Build and maintain relationships across Business Units to meet organisational objectives

Key External Relationships

Who	Why
Customers / Community	• Provide high level customer service and responses to escalated enquiries and feedback.
Software / System providers	• To ensure the the systems are operating as required • Maintain effective working relationship and open channel of communication to ensure streamlined delivery of services

Key Role Dimensions

Decision Making

- In line with the Northern Beaches Council People Delegations.

Reports to

- Programs and Customer Service Manager WAC

Direct Reports

- N/A

Budget

- Responsible for supporting the Budget Managers by undertaking relevant functions and providing accurate reports as required from the Software System.

Essential Criteria

- Demonstrated high level experience and skills in the use of relevant systems and in leading or contributing to business improvements that enhance service delivery, efficiency and customer experience.
- Demonstrated skills and/or qualifications in the use of IT systems and software applications, including proficiency with programs such as Microsoft Office (particularly Excel), TechOne, bookings management systems and similar platforms with the ability to quickly adapt to new technologies.
- Relevant tertiary qualifications and/or demonstrated relevant experience in providing effective and efficient administrative and business support.
- Current valid Working with Children Check

Key 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.”

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.

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

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 at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators

Personal Attributes Manage Self	Intermediate	• Understands what needs to be done and steps up to do it • Pursues own and team goals with drive and commitment • Shows awareness of own strengths and weaknesses • Asks for feedback from colleagues and stakeholders • Makes the most of opportunities to learn and apply new skills
Relationships Community and Customer Focus	Intermediate	• Identifies and responds quickly to customer needs • Demonstrates a thorough knowledge of services provided • Puts the customer and community at the heart of work activities • Takes responsibility for resolving customer issues and needs
Results Deliver Results	Foundational	• Takes the initiative to progress work tasks • Clarifies work required and timeframe available • Identifies what information/resources are needed to complete work tasks • Checks own work for accuracy, quality and completeness • Completes tasks under guidance, on time and to the required standard
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