

Senior Business Support Officer

Role purpose

The Senior Business Support Officer provides high-level administrative, coordination, and governance support to deliver strategic and operational objectives within the Infrastructure and Assets Network (IAN). The role covers meeting coordination, oversight of administrative and financial processes, and compliance with governance standards.

Working across the Cleary's Gates Depot and Hobart Council Centre sites, the position ensures efficient, professional, and customer-focused administrative services, strengthening operations and improving service delivery through proactive coordination and process improvement.

Role overview

EA & Classification	Hobart City Council Enterprise Agreement 2024 (or its successor) Municipal Officer TBA
Position Number	9952
Number of direct reports	0
Responsible for total staff	0
Delegations & Authority	Purchasing Card / Financial Delegation (\$5,000)
Budget level	Nil
Network, Group, & Team	Infrastructure and Assets Network, IAN Business Support Team
Immediate Manager	Executive Officer Infrastructure and Assets (3145)



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Role accountabilities Key result areas

Strategic

- Contribute to process improvements and assist with implementing new administrative procedures.
- Support business improvement initiatives by drafting work instructions and helping embed continuous improvement measures.

Group

- Provide professional reception and phone support when rostered at Cleary's Gates Depot, assisting members of the public and contractors, managing sign-in procedures, and verifying safety documentation to ensure compliance with workplace standards.
- Monitor and respond to key inboxes including Depot Support, Stormwater Services, and other IAN Group mailboxes. Process and reconcile Conquest service requests and Before You Dig enquiries promptly and accurately, ensuring timely communication and resolution.
- Deliver comprehensive administrative support to depot staff, including IT and training assistance, management of key and locker registers, temporary signage, stationery orders, updating SOPs and notice boards, and ensuring all depot-related forms, folders, and work instructions remain current and accessible.
- Assist with financial and procurement processes, including Navision transactions, audits, invoicing, purchase orders, timesheets, plant dockets, and weekly duty rosters, maintaining compliance with organisational policies and deadlines.
- Prepare and manage documentation by drafting correspondence, team communications, and reports using Microsoft Office applications. Support open space bookings and provide timely, high-quality administrative assistance for programs, projects, and initiatives, including research and preparation of background notes to inform decision-making.
- Coordinate governance activities, including preparing agendas, attending meetings, recording accurate minutes, and maintaining governance documentation to support operational teams and network groups, when required.
- Support operational efficiency by coordinating small depot and quarry projects, reconciling works orders in Conquest, and providing general administrative assistance across the Infrastructure and Assets Network.
- Assist during extreme weather events by triaging requests to operational workgroups and contributing to emergency response coordination to ensure timely and effective service delivery.
- Act in relief roles as required, including performing the duties of the Depot Support Coordinator and Fleet Support Officer during periods of absence, ensuring continuity of critical services.

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Behaviour Standards

- Actively demonstrate the expected behaviours described in the City of Hobart Capability Framework in accordance with the position classification.

Work Health and Safety

- To take reasonable care that your acts or omissions do not adversely affect the health and safety of yourself or others in the workplace, to comply with any reasonable instructions given to you by the Council and to comply with the requirements of any and all WHS applicable policies and procedures.
- Ensure compliance with Work Health and Safety and Child and Youth Safety requirements at all times and follow prescribed reporting processes within the required timeframes.

NOTE: Whilst the key functions and responsibilities for the role are set out above, the Council may direct an employee to carry out such duties or tasks as are within the limits of the employee's skill, competence, and training.

Selection criteria

Qualifications and licences

- Certificate IV or higher in Business (Administration) or a relevant discipline.
- Current Driver Licence.

Essential

1. Highly developed knowledge and experience in administrative support within a professional office environment.

Skills and competencies

2. Demonstrated skills in the delivery of efficient, effective, and supportive customer service.
3. Well-developed time management skills with the ability to organise and coordinate multiple activities within set deadlines.
4. High level attention to detail and accuracy, coupled with a demonstrated ability to prepare written correspondence.
5. Well-developed time management skills coupled with an ability to manage simultaneous tasks.
6. Proven ability to handle high volumes of enquiries from a diverse range of internal and external customers and capable of resolving minor issues with members of the public and City of Hobart staff.
7. High level of proficiency in the MS suite of products, particularly Word and Excel.
8. Ability to use Financial Management Systems, Electronic Document Management Systems, Asset and Fleet Management Systems and Databases.
9. Ability to self-reflect and demonstrate organisational value and behavioural standards.

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Pre-employment checks

1. National Criminal History check
2. Pre-employment Medical Assessment – Low Risk

Notes

- Regular checks of the validity and status of essential licences and registrations are undertaken during the term of employment.
- The employee is responsible for notifying any new criminal convictions during the course of their employment.

Our Values



People

We care about people – our community, customers and colleagues



Focus & Direction

We have clear goals and plans to achieve sustainable social, environmental and economic outcomes for the Hobart community.



Accountability

We work to high ethical and professional standards are accountable for delivering outcomes for our community.



Teamwork

We collaborate both within the organisation and with external stakeholders drawing on skills and expertise for the benefit of our community



Creativity & Innovation

We embrace new approaches and continuously improve to achieve better outcomes for our community.