

Position Title	Team Leader Business Services
Department	Planning
Division	
Unit	
Team	Business Services
Supervises	8
Reports To	Coordinator Business Services
Grade	G
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 central role in shaping how the city grows, develops, and functions. The Team Leader Business Services provides operational and administrative leadership to the Business Services team, ensuring the effective coordination and delivery of support services across the Planning Directorate. This role is responsible for managing day to day team operations, allocating resources, monitoring workloads, and driving consistent, high-quality service delivery. A key focus of the position is to lead and develop staff, promote accountability, and foster a positive, collaborative team culture underpinned by continuous improvement. The position ensures the provision of timely, accurate, and professional support services that enhances the efficiency and effectiveness of the Planning Directorate. By improving systems, processes, and reporting, and by working closely with internal and external stakeholders, the Team Leader Business Services contributes to achieving organisational goals, supporting informed decision-making, and delivering positive outcomes for Council and the broader community.

Accountabilities

- Provide leadership and coordination across all business support activities to maintain smooth, reliable, and high-quality service delivery. □
- Ensure work practices align with organisational standards, governance requirements, and best-practice operating procedures. □
- Utilise dashboards and reporting to manage daily team workloads in line with agreed service levels and key performance indicators. □
- Present accurate reports on team performance, service delivery, and operational outcomes providing clear, insightful reporting to people leaders and internal stakeholders to support decision-making, planning, and continuous improvement. □
- Ensure timely and professional responses to internal and external enquiries, delivering exceptional customer service.
- Promote a customer-centric approach across the team, ensuring prompt, courteous, and solution-focused communication at all times. □
- Provide expert guidance and decisive problem solving for sensitive or escalated matters, ensuring timely resolution and minimal disruption to operations. □

- Support team members in building their technical capabilities, professional confidence, and problem-solving skills through ongoing mentoring and development initiatives. □
- Conduct regular one-on-one sessions with team members. □
- Conduct regular team meetings and represent the team at internal and external meetings and functions as required. □
- Allocate tasks effectively, monitor workload, and ensure deadlines and service standards are consistently met using operational reports and dashboards and coordinating the distribution of work across the team to balance capacity, optimise efficiency, and respond to changing operational priorities.
- Ensure compliance with relevant legislation, organisational policies, and record-keeping standards.
- Monitor teams adherence to regulatory and governance requirements, maintaining accurate documentation and ensuring all processes meet audit and compliance expectations. □
- Complete quality assurance reviews in line with the Quality Framework and provide timely feedback on outcomes.
- Build and maintain strong relationships with key stakeholders across departments to support seamless service delivery by collaborating with internal and external partners to understand service needs, align expectations, and enable efficient cross-functional coordination. □
- Lead continuous improvement initiatives that address inefficiencies, improve workflows, and optimise resource utilisation. □
- Encourage digital adoption across the team and department, support change management activities, and leverage systems to improve accuracy, reporting capability, and operational efficiency.
- Ensure all tasks meet organisational policies, quality expectations, and established turnaround times.
- Promote a culture where open communication, teamwork, and mutual respect are prioritised.
- Encourage staff to contribute ideas, challenge existing processes, and participate in improvement initiatives that enhance service outcomes. □
- Recognise achievements, celebrate successes, and model behaviours that support accountability, innovation, and high performance. □
- Demonstrate flexibility and a proactive approach by undertaking additional responsibilities as required to meet business needs and acting in the capacity of Coordinator when required. □
- Other duties as directed by Leadership. □

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 – People Leader Profile 2

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

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Resources		
Technology and Information	Adept	• Selects appropriate technologies for projects and tasks • Identifies ways to leverage the value of technology to achieve outcomes • Ensures team understands their obligations to use technology appropriately • Ensures team understands obligations to comply with records, information and knowledge management requirements
Relationships		
Work Collaboratively	Advanced	• Builds a culture of respect and understanding across the organisation • Facilitates collaboration across units and recognises outcomes resulting from effective collaboration between teams • Builds co-operation and overcomes barriers to sharing across the organisation • Facilitates opportunities to develop joint solutions with stakeholders across the region • Models inclusiveness and respect for diversity in people, experiences and backgrounds
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	Adept	- Produces new ideas, approaches or insights - Analyses successes and failures in the organisation for insights to inform improvement - Identifies ways in which industry developments and trends impact on own business area - Shows curiosity in the future of the community and region and thinks creatively about opportunities for the organisation - Identifies, shares and encourages suggestions for organisational improvement - Experiments to develop innovative solutions

* 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 Councils 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

- Tertiary qualifications in Business Administration and/ or demonstrated experience gained from working in a customer service/administrative leadership position.

Essential Experience

- Minimum of two years' experience in a leadership role, preferably within customer service, contact centre, or service centre environments.□
- High-level computer proficiency, including advanced use of Microsoft Office and Microsoft 365 applications (Word, Excel, PowerPoint, Outlook), as well as Adobe products.□
- Demonstrated capability to build the skills, capability, and performance of individuals and teams, including coaching, mentoring, and development planning.□
- Highly developed communication, interpersonal, presentation, and relationship-management skills, with the ability to engage confidently across all levels of the organisation.□
- Proven experience in delivering high-quality customer service, with a strong commitment to service excellence and customer satisfaction.□
- Strong written and verbal communication skills, with the ability to convey information clearly, professionally, and appropriately to diverse audiences.□
- Proven ability to develop training materials and to plan, facilitate, and deliver training sessions to both individuals and groups.□
- Demonstrated creative thinking and problem-solving skills, with the ability to develop innovative and practical solutions to operational or service challenges.□
- Excellent organisational and time-management skills, including the ability to manage competing priorities and work effectively under pressure.□
- Ability to maintain strict confidentiality and exercise sound judgement when handling sensitive or personal information.□
- Flexibility and adaptability, with the ability to work effectively in a dynamic, fast-paced, and evolving environment.□
- Demonstrated ability to quickly learn departmental functions, systems, and processes, and apply new information to support continuous professional development.
- Proven experience monitoring, prioritising, and managing workload to meet tight deadlines and service expectations.□
- Strong digital literacy, including the ability to work confidently across multiple platforms and applications.□
- Sound working knowledge of systems such as Pathway, SAP, iShare, and InfoCouncil, with the ability to learn additional systems quickly and effectively.

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?		☒	☐