

Senior Business Support Officer

Position Description

Directorate	Project Delivery and Waste	Department	Waste & Resource Recovery (W&RR)
Reports To	Manager Waste & Resource Recovery	Direct Reports	No
Queensland Local Government Industry Award - State 2017 - Stream	Stream A - Division 2, Section 1 - Administrative, clerical, technical, professional, community service, supervisory and managerial services.	City of Moreton Bay Certified Agreement 2025 EBA6 Wage Level	Schedule 1, Level 3

Position Purpose

This position will provide high level administrative and business support to the Manager and senior staff to support achievement of departmental objectives and outcomes.

Key Responsibilities and Outcomes

As a Senior Business Support Officer and member of W&RR you will:

- Provide high level administrative and business support to the Manager and senior staff across the department including drafting high level correspondence, reports and other relevant documents.
- Monitor and process incoming and outgoing communication ensuring all correspondence and requests are managed professionally, timeframes are met, and follow-up actions are executed.
- Research and investigate a range of issues arising from staff, residents and/or stakeholder enquiries to assist in the formulation of appropriate responses in accordance with relevant legislation and council procedures, policies and directives.
- Assist, support and track Council Meetings, Briefing Sessions, Audit Committee, ELT meetings and Mayoral requests to ensure these are completed and all actions accounted for and follow up outcomes.
- Coordinate the management of the department Manager's electronic diary by scheduling and prioritising appointments.
- Coordinate and prepare for internal and external workshops/consultation meetings and forums including tracking of minutes and monitoring all follow-up actions in line with agreed timeframes.
- Liaise with Councillors, officers, community representatives, business groups, and members of the public, using a high degree of judgement, initiative and confidentiality.

- Collaborate effectively with the Senior Executive Support Officer and other senior support staff in the Directorate to deliver a seamless support service to the directorate.
- Maintain confidentiality and exercise diplomacy in dealing with issues of a sensitive or political nature.
- Contribute to a positive team environment in order to achieve a high performance, continuous improvement and customer focused culture.

Our Values

Our values:
guiding how we
work and shaping
our future.



Decision Making

<i>Budget</i>	\$ 2000
<i>Delegations</i>	Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

Knowledge & Experience

- Comprehensive experience providing high level administrative and business support to a Senior Manager in a large organisation.
- High level knowledge in the use and application of IT business solutions to support efficient and effective electronic business processes.
- Knowledge of, or ability to quickly obtain knowledge of, Council systems, policies and procedures.
- Comprehensive knowledge of administrative activities, processes, correspondence formats and styles.
- Demonstrated effectiveness in applying continuous process improvement practices for the delivery of administrative services.
- High level written and verbal communication skills.
- Proactive and self-motivated in nature and understand the need to remain adaptable and flexible.
- Strong time management, work prioritisation and organisational skills, with proven ability to work with limited supervision.
- Ability to maintain confidentiality and professionalism, particularly when dealing with issues of a highly political and sensitive nature.
- Strong people and relationship management skills with the ability to work in a positive team environment communicating and engaging effectively at all levels.

Qualifications

- Certificate III of Business Administration (desirable) or relevant experience in a similar role.

- Current “C” Class Driver’s Licence.

Note: This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.