

Position Description: **Business Support Officer – City Services**

POSITION DETAILS

Position grade	Grade 10		
Position type	Permanent, full-time		
Reports to	Executive Assistant Director City Services		
Department	City Services		
Job function group	Corporate Support		
Staff reporting responsibilities	Nil	Budget responsibility	Nil

Our purpose is to provide valuable services that strengthen and support the Cumberland Community. Decisions, actions and behaviours are governed by our Code of Conduct and Values and the delivery of our services is aligned to the commitments outlined in our Community Strategic Plan, Delivery Plan and Operational Plan. All employees have an accountability to ensure work and conduct is aligned to these.

In contributing to the overarching vision, the Business Support Officer supports the City Services Directorate by providing a full range of timely, confidential, administrative and executive support to Executive Managers, Managers, and Executive Assistant to Director City Services.

QUALIFICATIONS AND EXPERIENCE

Essential

- Relevant qualifications and/or demonstrated experience in an administrative support position
- Experience in providing support and assistance to senior level staff including the provision of confidential administrative support
- High level written and verbal communication skills with the ability to communicate effectively
- Strong computer skills including the use of Microsoft Office Suite (Word, Excel, Power Point and Outlook) and knowledge of record management systems (Technology One)
- Ability to work on multiple tasks, identify priorities, meet deadlines and manage projects efficiently and effectively
- Ability to handle challenges and utilise problem solving skills
- Ability and willingness to work flexibly in a team environment
- Strong organisational and judgement skills, with the capacity to successfully manage competing priorities

Desirable

- Demonstrated knowledge of the Local Government environment.

EMPLOYMENT SCREENING CHECKS

- ☐ Qualification/s verification
- ☐ Drivers licence check (completed upon commencement and in line with Council's annual drivers licence check)

DUTIES AND RESPONSIBILITIES

General

- Provide a full range of administrative support within the City Services Directorate to Executive Assistant, Managers and Executive Managers including preparation of correspondence and reports, researching information, preparation of presentations and letter writing.
- Provide timely, effective diary management by prioritising and organising meetings with internal and external stakeholders in consultation with relevant managers.
- Liaise with the Executive Assistant to Director City Services to ensure integration within the department on relevant matters and meetings
- Undertake research and special projects, including functions, in a timely and efficient manner.
- Liaise with internal and external customers including residents, businesses and the public ensuring that enquiries are dealt with in a timely and efficient manner.
- Produce/assist with the preparation of letters, agendas, minutes and relevant information and ensure all outgoing correspondence conform to Council's presentation, style and format.
- Review and ensure recording of all incoming correspondence and emails, including allocating, redirecting to appropriate officers for action and following up on the preparation of responses.

YOUR CORPORATE ACCOUNTABILITIES

Work Health and Safety (WHS)

- In accordance with Council's Work Health and Safety Statement, all employees have a responsibility to take reasonable care of their own health and safety, and that of others. To meet this commitment, all levels of management shall be held responsible for ensuring all staff are aware of and have sited this statement.
- Implement, monitor and, or comply with Council's WHS Management System, including but not limited to Safe Work Method Statements, Safe Work Procedures, WHS Policies/Statements, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area.
- Comply with any reasonable instructions from Council's Managers in compliance with the WHS Roles and Responsibilities Procedure.
- Wear all personal protective equipment (PPE) applicable to this position and comply with Council's Personal Protective Equipment Procedure.
- Comply with the *Work Health and Safety Regulations 2017* and undergo health monitoring, in accordance with Council's Health Monitoring Procedure.
- The Executive Managers, Managers, Coordinators and Team Leaders are responsible, and will be held accountable, for ensuring WHS policies and programs are effectively



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implemented within their areas of control, to support all under their immediate control and hold them accountable for their specific responsibilities.

Child Safe Organisation

- Council fully supports the aims and objectives of NSW Child Protection Legislation and associated provisions and will implement all necessary measures to ensure a safe and supportive Council environment, which endeavours to promote child safe, child friendly practices.
- If this position is designated as child related as defined by the Office of the Children's Guardian, you will be required to hold a valid Working with Children Check (WWCC) if over the age of 18. It is an offence under the NSW legislation for barred workers to apply for or otherwise attempt to obtain, undertake or remain in child-related employment.
- If this position is not currently designated as child related, Council may review this at any time and choose to amend the position to be designated as child related. Employees will be duly notified if this was to occur.

Fraud and Corruption Prevention

- Council constantly strives to improve our practices to ensure we uphold the highest ethical standards. Council has a zero-tolerance approach to any fraud and corruption, and all staff are required to participate in and support fraud and corruption control initiatives. All officers must report any potential fraud or corruption misconduct to their Manager, Director, or Council's Internal Ombudsman in the first instance, who is obliged to inform the General Manager. Council also has a Public Interest Disclosures Policy which you should review, outlining that Council will consider each report and make every attempt to protect the staff member making the report from any form of reprisal.

Customer Service

- Cumberland City Council are committed to striving for the delivery of excellent customer service. All employees will be held accountable to provide excellent service and the highest level of professionalism whilst performing the duties outlined in their position description.
- To contribute to this customer service-oriented culture, it is expected that all employees respond to customer enquiries via all channels of communication relevant to your position, including phone calls, emails and requests/applications tasks via Council's customer request management system. You will also be expected to provide information in a timely, accurate and reliable manner in your position to ensure you deliver a positive customer experience.

SIGNATURE AND ACCEPTANCE OF POSITION

Employee name

Employee signature

Date of acceptance



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