ATTACHMENT A

ROLE DESCRIPTION TEMPLATE

Business Support Officer – Shire Presentation

Directorate	**Service & Project Delivery**	Position Number	**Multiple**
Branch	**Shire Presentation**	Position Status	**Full Time - Permanent**
Section	**Business Support**	Position Grade	**E**
Reports to	**Team Leader Business Support**	Band/Level	**Band 2 Level 1**
Direct reports	**Nil**	Award	**Local Government (State) Award**
Indirect reports	**Nil**		
Date Authorised	**1/07/2026**		

PRIMARY PURPOSE OF THE ROLE

To provide professional business and administrative support to the Shire Presentation Branch, ensuring the efficient operation of Civil Infrastructure, Open Spaces, Fleet, Facilities and associated services. The role provides financial, operational and workforce administration, coordinates business processes and information management and supports the delivery of safe, efficient and customer focused operational services.

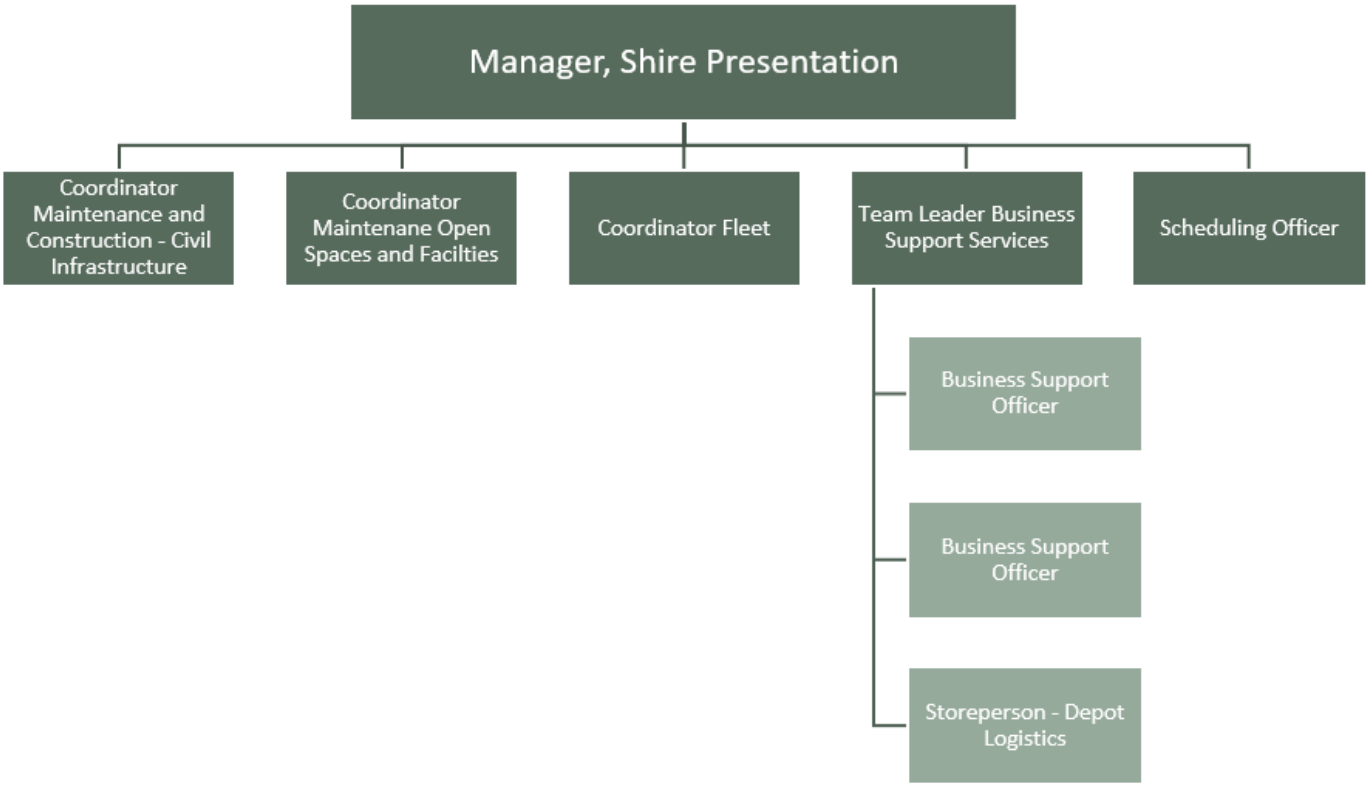
KEY ACCOUNTABILITIES

1. Business Administration - Provide administrative support across Civil Infrastructure, Open Spaces, Facilities and Fleet, including document preparation, correspondence, records management and business coordination.
2. Financial Administration - Process purchase orders, invoices, receipting, work orders and financial transactions while supporting budget administration and procurement activities.
3. Operational Support - Provide administrative support to Coordinators, Supervisors and Team Leaders including workforce administration, operational scheduling support, contractor engagement and customer request management.
4. Information and Records Management - Maintain accurate corporate records, operational databases, electronic document management systems and business information in accordance with Council requirements.
5. Reporting and Business Systems - Prepare operational reports, performance information, meeting documentation and management correspondence using Council's corporate systems.
6. Customer and Stakeholder Support - Coordinate customer requests and operational enquiries, ensuring matters are accurately recorded, allocated and monitored through to completion.
7. Operational Team Administrative Support - Assist operational teams with administration tasks including licenses, competencies, training records, onboarding documentation, leave monitoring and other administrative requirements including basic IT support.
8. Continuous Improvement - Contribute to improving administrative systems, operational business processes and service delivery through innovation and process improvement initiatives.

KEY CHALLENGES

1. Providing timely business support across multiple operational functions competing priorities and changing operational demands.
2. Coordinating information and communication between office based staff and geographically dispersed operational teams.
3. Supporting operational service delivery while maintaining high standards of customer service, confidentiality and legislative compliance.

DIRECTORATE STRUCTURE



KEY RELATIONSHIPS

Internal

Who	Why
Work Team	• Determine work priorities and oversee progress to facilitate necessary support to assist the team in achieving desirable outcomes • Collaborate to continually improve knowledge, build capability and improve consistency and service quality • Act as an escalation point for issues or complex decision making • Work collaboratively with members of the team to achieve timely delivery of professional, high quality and timely customer service
Team Leader/Manager	• Receive advice and guidance, clarity instructions and report on progress against work plans as required. • Escalate, discuss issues and propose solutions • Provide support to achieve operational priorities, exchange information and undertake necessary research to assist in decision making
Clients/Customers	• Respond to queries, identify needs, communicate services and redirect, escalate or resolve matters

External

Who	Why
External customers/ stakeholders	• Engage with relevant stakeholders to open channels of communication, provide expert advice, gather and exchange relevant information • Respond to queries, identify needs, communicate services and redirect, escalate or resolve matters

DESIGNATED PERSON CLASSIFICATION

This position is classified as a "designated position" under section 449 of the Local Government Act 1993. As such a 'Disclosures by Councillors and Designated Persons Return' will need to be completed annually which discloses pecuniary interests and other matters as prescribed by Part 8 of the Local Government (General) Regulation 2005.

DELEGATIONS BY POSITION

Delegations for the position are listed in the Register of Delegations for Wingecarribee Shire Council and are to be exercised in accordance with the requirements of the register and the "Delegations Practice Guide".

ESSENTIAL CRITERIA

1.	Certificate IV in Business Administration, Business Services or a related discipline, or demonstrated equivalent experience in a business support role.
2.	Demonstrated experience providing business and administrative support within an operational environment such as local government, civil infrastructure, construction, maintenance or facilities management.
3.	Demonstrated experience using corporate business systems including electronic records management, customer request systems and financial management systems (eg. TechOne or equivalent).
4.	Well developed financial administration skills including purchase orders, invoicing, procurement support and budget monitoring.
5.	Highly developed organisational and time management skills with the ability to manage competing priorities while maintaining attention to detail.
6.	Highly developed communication and interpersonal skills with the ability to build productive relationships across operational and corporate teams.
7.	Demonstrated analytical and problem solving skills with the ability to prepare reports and identify opportunities to improve business processes.
8.	Current Class C Driver's Licence

DESIRABLE CRITERIA

1.	Cert IV in Business Administration or equivalent
2.	3 years demonstrated experience in a similar role.
3.	Demonstrated procurement experience
4.	Knowledge and experience with TechOne/CIA Cloud

ESSENTIAL REQUIREMENTS

- Being able to physically meet the requirements of the role as detailed within the position description.
- Participate in Wingecarribee Shire Councils random drug and alcohol testing.
- Participate in All staff orientation, mandatory and compliance training relevant to role responsibilities.

WHS RESPONSIBILITY

In this role, you are responsible for working safely and complying with Council's Work Health and Safety Management System (WHSMS), including relevant policies, procedures and safe systems of work as amended from time to time.

You are expected to:

- Take reasonable care for your own health and safety and that of others.
- Comply with reasonable safety instructions and use the controls provided.
- Identify and report hazards, incidents, injuries and near misses in a timely manner.
- Participate in required WHS training, consultation and continuous improvement activities.

PHYSICAL DEMANDS CHECKLIST

Physical Demands	**Frequency**
Sitting - remaining in a seated position to perform tasks	Frequent
Standing - remaining standing without moving about to perform tasks	Frequent
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Frequent
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Infrequent
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Occasional
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Occasional
Kneeling - remaining in a kneeling posture to perform tasks	Infrequent
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Infrequent
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Infrequent
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Infrequent
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Infrequent
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Infrequent
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	Infrequent
Reaching - Arms fully extended forward or raised above shoulder	Occasional
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Infrequent
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Infrequent
Hand & Arm Movements - Repetitive movements of hands and arms	Frequent
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Frequent
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Infrequent
Driving - Operating any motor powered vehicle	Occasional
Sensory Demands	**Frequency**
Sight - Use of sight is an integral part of work performance e.g. computer screens	Constant
Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries	Constant
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals	Occasional
Taste - Use of taste is an integral part of work performance e.g. Food preparation	Not applicable
Touch - Use of touch is an integral part of work performance	Frequent

Psychosocial Demands	Frequency
Distressed People - e.g. Emergency or grief situations	Occasional
Aggressive & Uncooperative People - e.g. irate customers	Occasional
Exposure to Distressing Situations - e.g. Child abuse, removing deceased animals	Occasional
Environmental Demands	**Frequency**
Dust - Exposure to atmospheric dust	Infrequent
Gases - Working with explosive or flammable gases requiring precautionary measures	Infrequent
Fumes - Exposure to noxious or toxic fumes	Infrequent
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Infrequent
Hazardous substances - e.g. Dry chemicals, glues	Infrequent
Noise - Environmental / background noise necessitates people raise their voice to be heard	Occasional
Inadequate Lighting - Risk of trips, falls or eyestrain	Infrequent
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	Not applicable
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	Not applicable
Confined Spaces - areas where only one egress (escape route) exists	Infrequent
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Infrequent
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Occasional
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	Not applicable
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Occasional

CAPABILITIES FOR THE ROLE

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". It builds on organisational values and creates a common sense of purpose for all levels of the workforce. The Local Government Capability Framework is available at https://www.lgnsw.org.au/capability

Below is the overall set of capabilities and level required for this role. The capabilities in bold are the focus capabilities for this position, followed a list of their underlying behavioural indicators.

Capability Group	Focus Capability	Capability	Competency Level Required *Read the behavioural indicators for each level for the listed capabilities before selecting a level.*					
 **Personal Attributes**	✔	Manage Self	☐ N/A	☐ Foundational	✔ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Display Resilience and Adaptability	☐ N/A	☐ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Act with Integrity	☐ N/A	☐ Foundational	☐ Intermediate	✔ Adept	☐ Advanced	☐ Highly Advanced
	☐	Demonstrate Accountability	☐ N/A	☐ Foundational	✔ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
 **Relationships**	✔	Communicate and Engage	☐ N/A	☐ Foundational	☐ Intermediate	✔ Adept	☐ Advanced	☐ Highly Advanced
	☐	Community and Customer Focus	☐ N/A	☐ Foundational	✔ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Work Collaboratively	☐ N/A	☐ Foundational	✔ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Influence and Negotiate	☐ N/A	☐ Foundational	✔ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
 **Results**	✔	Plan and Prioritise	☐ N/A	☐ Foundational	✔ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Think and Solve Problems	☐ N/A	☐ Foundational	✔ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Create and Innovate	☐ N/A	☐ Foundational	✔ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	✔	Deliver Results	☐ N/A	☐ Foundational	✔ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
 **Resources**	☐	Finance	☐ N/A	☐ Foundational	✔ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Assets and Tools	☐ N/A	☐ Foundational	✔ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	✔	Technology and Information	☐ N/A	☐ Foundational	✔ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Procurement and Contracts	☐ N/A	☐ Foundational	✔ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
 **Workforce Leadership**	☐	Manage and Develop People	✔ N/A	☐ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Inspire Direction and Purpose	✔ N/A	☐ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Optimise Workforce Contribution	✔ N/A	☐ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Lead and Manage Change	☐ N/A	✔ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced

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	• Understand 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 • Makes the most of opportunities to learn and apply new skills
Results Deliver Results	Intermediate	• Takes the initiative to progress own and teamwork tasks • Contributes to the allocation of responsibilities and resources to achieve team/project goals • Consistently delivers high quality work with minimal supervision • Consistently delivers key work outputs on time and on budget
Results Plan and Prioritise	Intermediate	• Participate constructively in unit planning and goal setting • Helps plan and allocate work tasks in line with team/project objectives • Checks progress against schedules • Identifies and escalates issues impacting on ability to meet schedules • Provides feedback to inform future planning and work schedules
Resources Technology and Information	Intermediate	• Shows confidence in using core office software and other computer applications • Makes effective use of records, information and knowledge of management systems • Supports the introduction of new technologies to improve efficiency and effectiveness

Template created by	Name	Date

FORM SUBMISSION
People and Culture

People and Culture Office Use only

Audited, graded and approved by HRBP	Name	Date

Recruitment Officer Uploaded PD into PULSE	Name	Date

ACKNOWLEDGEMENT

I have read and accept the above terms, conditions and duties of this position, as outlined in this position description.

In addition, I acknowledge the delegations for this position that have been sub delegated by the General Manager in accordance with section 378(2) of the Local Government Act 1993 and these may be subject to change without notice by the General Manager.

Please Note: Position descriptions may be reviewed from time to time if warranted due either to changes to the scope and responsibilities of the role or external influences that place different demands on local government. All reviews of this position description will be undertaken in consultation with the role incumbent.

Employee enter a name Signature Date enter a date.