

## Senior Business Support Officer - Recreation Venues

### Position Description

|                                                                         |                                                                                                                                              |                                                                     |                                          |
|-------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|------------------------------------------|
| <b>Directorate</b>                                                      | Community and Environmental Services                                                                                                         | <b>Department</b>                                                   | Community Services, Sport and Recreation |
| <b>Reports To</b>                                                       | Business Support Lead                                                                                                                        | <b>Direct Reports</b>                                               | No                                       |
| <b>Queensland Local Government Industry Award - State 2017 - Stream</b> | Stream A - Division 2, Section 1 - Administrative, clerical, technical, professional, community service, supervisory and managerial services | <b>City of Moreton Bay Certified Agreement 2025 EBA6 Wage Level</b> | Schedule 1, Level 3                      |

### Position Purpose

This position will provide a high level of administrative and professional services within the Recreation Venues branch and the broader Community Services, Sport and Recreation department, using a high degree of judgment, initiative and confidentiality.

### Key Responsibilities and Outcomes

As a Senior Business Support Officer - Recreation Venues and member of the Community Services, Sport and Recreation department you will:

- Prepare and support the development and management of high-quality business documentation (Eg. Council meeting reports, minutes and presentations).
- Provide a high level of administrative support services within the department, ensuring that emerging and sensitive issues requiring attention are escalated to the department manager or branch leader and appropriately coordinated.
- Research and report on a range of issues arising from resident and/or stakeholder enquiries to assist in formulating responses in accordance with Council policies, directives and procedures.
- Support the manager and broader leadership team in the preparation of the department's annual operational budget.
- Monitor the department's operational budget and liaise with branch and venue leaders to undertake regular budget vs actual variance reporting.
- Oversee procurement activities within the Recreation Venues branch, including the preparation of procurement documentation, purchase order processing and contract reporting.
- Support leaders within the Recreation Venues branch and broader department to develop annual operational plans and undertake regular performance reporting.
- Proactively undertake business process mapping and re-engineering within the Recreation Venues branch to identify and optimise service improvement opportunities.
- Develop and maintain relationships with internal and external stakeholders that will increase the effectiveness of the department.

### Our Values

Our values shape the way we behave, how we interact with each other and our customers. They underpin our decision making and are our guiding principles for how we work every day. As a team

member you will take individual accountability for demonstrating the values expectations and behaviours.

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



| Decision Making |                                                                                                                |
|-----------------|----------------------------------------------------------------------------------------------------------------|
| Budget          | N/A                                                                                                            |
| Delegations     | Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register |

| Knowledge & Experience                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| <ul style="list-style-type: none"> <li>• Demonstrated relevant experience in a similar role or a role requiring a similar skill set.</li> <li>• Excellent written communication skills, with a demonstrated ability to prepare professional business documentation, including but not limited to correspondence, meeting minutes and Powerpoint presentations.</li> <li>• Well-developed time management skills to achieve proficiency and effectiveness in managing workload, priorities and deadlines.</li> <li>• Demonstrated skills and experience in business process mapping and re-engineering.</li> <li>• High level of proficiency with Microsoft Office suite of programs and the ability to develop proficiency with Council's corporate systems.</li> <li>• Well-developed people and relationship skills, with a demonstrated ability to work in a team environment and communicate effectively at all levels of the organisation.</li> <li>• Experience working in a local government context would be well regarded.</li> </ul> |

*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.*