

Senior Business Support Officer

Role purpose

The Senior Business Support Officer provides high-level administrative and coordination support to deliver strategic and operational objectives within the Infrastructure and Assets Network (IAN). The role focuses on meeting coordination, governance support, and oversight of key administrative and financial processes.

Role overview

EA & Classification	Hobart City Council Enterprise Agreement 2024 (or its successor) Municipal Officer Level 2
Position Number	4555
Number of direct reports	0
Responsible for total staff	0
Delegations & Authority	Purchasing Card / Financial Delegation (\$5,000)
Budget level	Nil
Network, Group, & Team	Infrastructure and Assets Network, Business Support Team
Immediate Manager	Executive Officer Infrastructure and Assets (3145)



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Role accountabilities Key result areas



Strategic

- Contribute to process improvements and assist with implementing new administrative procedures.
- Support business improvement initiatives by drafting work instructions and helping embed continuous improvement measures.

Corporate

- Oversee and schedule meetings across the Network (OSEAT, MAG, and sub-committees), acting as secretariat by preparing comprehensive agendas, accurate minutes, and supporting documentation. Maintain precise records of decisions and proactively track follow-up actions to ensure accountability.
- Organise and coordinate all aspects of conference participation, including registrations, travel arrangements, accommodation, and associated requirements, delivering a seamless experience for attendees.
- Deliver timely and high-quality administrative assistance for programs, projects, and initiatives. Conduct research and prepare insightful background notes to support informed decision-making.
- Prioritise and manage incoming communications and customer requests in alignment with the Customer Service Charter. Audit outgoing correspondence for accuracy and compliance with governance standards, reinforcing organisational integrity.
- Assist with financial operations, including audits, invoicing, and purchase orders, ensuring adherence to organisational policies and timelines.
- Assist with the coordination of open space bookings with precision, ensuring documentation is accurate and assessments are completed promptly.

Group

- Assist with developing and distributing communications, including newsletters, memos, communiqués, and event updates, ensuring consistency and accuracy.
- Update and manage electronic platforms such as the Hive, the IAN Resource Centre, and the City of Hobart website, ensuring content is accurate, engaging, and accessible.
- Provide high-level administrative, secretariat, and project support to the Infrastructure and Assets Network, ensuring effective delivery of programs, services, and activities, through governance coordination, accurate record-keeping, and timely follow-up on decisions.
- Exercise a high level of discretion and professionalism when handling sensitive and confidential information, ensuring compliance with organisational standards and maintaining trust at all times.

Behaviour Standards

- Actively demonstrate the expected behaviours described in the City of Hobart Capability Framework in accordance with the position classification.



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Work Health and Safety

- To take reasonable care that your acts or omissions do not adversely affect the health and safety of yourself or others in the workplace, to comply with any reasonable instructions given to you by the Council and to comply with the requirements of any and all WHS applicable policies and procedures.
- Ensure compliance with Work Health and Safety and Child and Youth Safety requirements at all times and follow prescribed reporting processes within the required timeframes.

NOTE: Whilst the key functions and responsibilities for the role are set out above, the Council may direct an employee to carry out such duties or tasks as are within the limits of the employee's skill, competence, and training.

Selection criteria

Qualifications and licences

- Completion of a Diploma in a business/public administration field or similar, coupled with demonstrated experience providing high-level administrative support

Essential

1. Demonstrated ability to provide high-level administrative and secretariat support, including preparing agendas, minutes, maintaining accurate records, and ensuring timely follow-up of decisions to support governance and accountability.
2. Proven experience in coordinating meetings, conferences, and events, managing all logistics such as registrations, travel, and accommodation, while delivering a seamless experience for participants.
3. Strong organisational and communication skills, with the ability to prioritise and manage incoming requests, audit outgoing correspondence for compliance, and maintain discretion when handling sensitive and confidential information.
4. Sound knowledge of financial and administrative processes, including audits, invoicing, purchase orders, and contributing to business improvement initiatives through drafting work instructions and embedding continuous improvement measures.
5. Competence in managing electronic platforms and digital resources, ensuring content accuracy, accessibility, and engagement, while supporting programs, projects, and major initiatives within the Infrastructure and Assets Network.
6. Ability to adapt to changing priorities and embrace new technologies, demonstrating initiative and a commitment to continuous improvement in processes and service delivery.
7. Current Driver Licence.
8. Ability to self-reflect and demonstrate organisational value and behavioural standards.

Desirable

- Registration to Working with Vulnerable People.

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Pre-employment checks

1. National Criminal History check
2. Pre-employment Medical Assessment – Low Risk

Notes

- Regular checks of the validity and status of essential licences and registrations are undertaken during the term of employment.
- The employee is responsible for notifying any new criminal convictions during the course of their employment.

Our Values



People

We care about people – our community, customers and colleagues



Focus & Direction

We have clear goals and plans to achieve sustainable social, environmental and economic outcomes for the Hobart community.



Accountability

We work to high ethical and professional standards are accountable for delivering outcomes for our community.



Teamwork

We collaborate both within the organisation and with external stakeholders drawing on skills and expertise for the benefit of our community



Creativity & Innovation

We embrace new approaches and continuously improve to achieve better outcomes for our community.