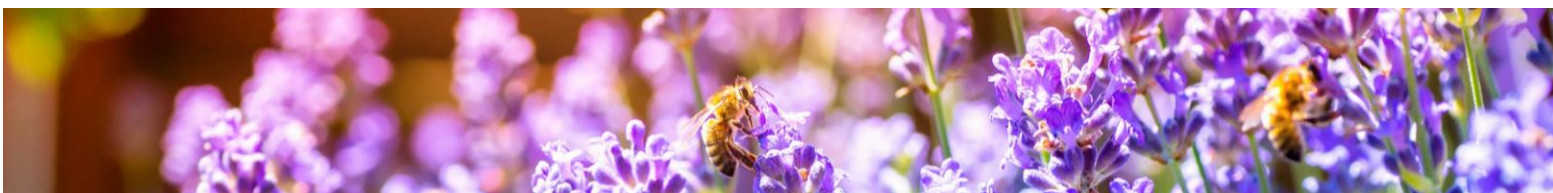


# Position Description

## Business Support Officer



Branch	People and Culture	Position Grade	7
Division		Position Status	Permanent Full-time
Reports To	Executive Manager People and Culture	Standard Hours Per Week	35
Direct Reports	Nil	Position Delegations	Yes
Indirect Reports	Nil	Position Budget Responsibility	Nil
Position Number	20D010	Award	Local Government (State) Award
Date PD Authorised	1/12/2020		

### The Opportunity

The Business Support Officer's (People and Culture) role is to:

- Provide support to team members in the achievement of its Business Plan objectives.
- Undertake a variety of Human Resources, Recruitment, Learning and Development and Wellbeing related administrative duties.
- Liaise with staff on behalf of the Manager and team members.
- Support team members through the provision of high-quality administrative support to ensure efficient delivery of People and Culture functions.

### Key Responsibilities

1. Provision of exceptional customer service to internal and external customers.
2. Administrative support to all team members e.g. processing invoices, general workforce enquiries
3. Organising internal events e.g. Shire Tour, Staff Service Awards, and Employee Recognition.
4. Knowledge and understanding of Human Resources and Risk Management activities within a Corporate Environment.
5. Assist with recruitment activities e.g. organising interviews and medicals.
6. Minute taking and the preparation of agendas and business papers.
7. Working as part of a multi-disciplinary team achieving outcomes in line with the business plan.

*Note: An employee may be directed to carry out such duties that are within the limits of the employee's skills, competencies and training.*



## Essential Criteria

1. Certificate IV in Business Administration or other related discipline, or extensive experience (minimum of five years) in a similar role.
2. Demonstrated high level experience in the use of Microsoft Office Suite including Word, Excel, Outlook and PowerPoint.
3. Demonstrated word processing skills at 45wpm (at a minimum).
4. Demonstrated experience in the use of Databases e.g. Electronic Document Management Systems and Quality Safety and Environment Integrated Management System (QSE).
5. Demonstrated experience in organising internal staff events.
6. Sound understanding of customer service principles.
7. Demonstrated experience in administrative support duties.
8. Sound communication (both written and verbal) skills.
9. Previous experience in a role requiring tact and confidentiality.
10. Demonstrated ability to apply attention to detail and accuracy to work tasks.
11. Demonstrated experience in being able to implement and carry out instructions without further supervision.
12. Current NSW Drivers Licence (Class C)

## Desirable Criteria

1. Ability to act intuitively to identify and resolve problems in a positive manner.
2. Ability to manage competing priorities.
3. Ability to understand complex issues and escalate matters where a subject matter expert input will resolve the issue.

## Physical Requirements

1. Resilient physically, mentally and emotionally
2. Innovative and able to think broadly
3. Open, transparent and quick to take accountability
4. Enthusiastic, flexible and professional presentation

## Capabilities






Council has adopted the Local Government Capability Framework which describes the core knowledge, skills and abilities for a role, expressed as behaviours, and which set out the clear expectations about performance in Council: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for all employees.

Council’s Capability Framework provides the platform for annual performance appraisal so that there is a common basis for learning, professional development and salary progression.

Below is the full list of capabilities and the expected level of competence required for this position. The ones in bold are the essential capabilities. The ones in italics are focus capabilities specific for this position. The ones where the level is blank are not core capabilities but may still be important. More detailed information is contained in your annual Personal Performance Plan.

## Essential and Focus Capabilities

The essential and focus capabilities for the position are those judged to be most important at the time of recruiting to the position. They are the ones that an employee is rated on as part of their annual Performance Assessment.

Local Government Capability Framework		
Capability Group	Capability Name	Level
 <b>Personal Attributes</b>	Manage Self	Intermediate
	Display Resilience & Adaptability	Intermediate
	<b>Act with Integrity</b>	<b>Foundational</b>
	<b>Demonstrate Accountability</b>	<b>Adept</b>
 <b>Relationships</b>	<b>Communicate and Engage</b>	<b>Intermediate</b>
	<b>Community and Customer Focus</b>	<b>Intermediate</b>
	<b>Work Collaboratively</b>	<b>Intermediate</b>
	Influence and Negotiate	Foundational
 <b>Results</b>	Plan and Prioritise	Foundational
	<b>Think and Solve Problems</b>	<b>Intermediate</b>
	Create and Innovate	Foundational
	<b>Deliver Results</b>	<b>Intermediate</b>
 <b>Resources</b>	Finance	Intermediate
	<b>Assets and Tools</b>	<b>Intermediate</b>
	Technology and Information	Foundational
 <b>Workforce Leadership</b>	Procurement and Contracts	Foundational
	Manage and Develop People	Foundational
	Inspire Direction and Purpose	Foundational
	Optimise Workforce Contribution	Foundational
	Lead and Manage Change	Foundational



## 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.*

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*Employee Name (Print)*

.....  
*Witness Name (Print)*

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*Signature*

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*Signature*

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*Date*

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*Date*