



Business Support Officer

Position Description

POSITION NO:	930520
DIRECTORATE:	Communities
DEPARTMENT:	Safer Communities
SECTION:	Management
STATUS:	Permanent full time
CLASSIFICATION:	Band 5
LOCATION:	Civic Centre
APPROVED BY:	Manager Safer Communities
DATE:	September 2024

POSITION OBJECTIVE(S)/GOAL(S):

- Provide timely, accurate and effective administrative support to the Safer Communities department, principally the Manager Safer Communities, including assistance with the management of projects and other initiatives.

KEY OUTCOMES AND RESPONSIBILITIES:

1. Administration

- Assist the Manager Safer Communities as required, including meeting minutes and agendas, general correspondence and general administrative tasks.
- Oversee internal and external information and communication flows and manage REM & Pathway requests in a timely manner.
- Assist with the processing of invoices, including payments and purchase orders as required.
- Prepare reports, statistics and correspondence for statutory and internal requirements in a timely manner.
- Assist with the management of projects and other initiatives.
- Participate in continuous improvement activities, including the development and updating of departmental procedures, templates and project flow charts.
- Support and provide knowledge in the use of corporate systems and technologies, designated software champion/subject matter expert and assisting other team members where required.
- Provide administrative support to departmental Coordinators and Seniors as required.
- Other duties as required, consistent with the authority of the position.

2. Customer Service

- Develop strong and positive relationships with internal and external stakeholders.
- Contribute to the development of high quality customer service across the organisation.
- Respond positively and punctually within specified timelines to customer enquiries and requests.
- Develop an understanding of the functions and responsibilities of all positions.

Organisational Responsibilities

- Cooperate with Council in relation to any actions taken to comply with the Occupational Health and Safety Act 2004 and ensure that actions taken by the employee do not interfere with or place at risk the health, safety or wellbeing of the employee or any person in the workplace.
- Ensure compliance with all Privacy Legislation and treat all information of a personal and sensitive nature concerning the business of Council, Ratepayers or Residents in a professional and confidential manner in accordance with Council's information and records management procedures.
- Ensure that all Council's policies, procedures, systems and work practices are implemented and adhered to, in particular, in human resource management, risk management, financial management, governance, procurement, and customer service.
- Act in a professional manner at all times while performing duties for and/or representing Frankston City Council in accordance with the Staff Code of Conduct.
- Frankston City Council has zero tolerance of child abuse and is committed to creating and maintaining a Child Safe and Child Friendly City where all children are valued and protected from harm and abuse. It is expected that the successful incumbent of the position will implement and adhere to the above statement and Frankston City Council's Child Safe Policy whilst completing their duties.

OTHER DUTIES:

Responsibilities and duties included in this Position Description are subject to the Multiskilling provisions of the Frankston City Council Enterprise Agreement.

Employees may be asked to assist with emergency related functions if the Municipal Emergency Management Plan is enacted. Under the *Emergency Management Act 1986*, this may include providing emergency response, relief and recovery services to the community.

POLICE RECORDS CHECK:

The incumbent must have and maintain a current Police Records Check:

YES

WORKING WITH CHILDREN CHECK:

The incumbent must have and maintain a current Working with Children Check:

YES

AUTHORISATION/DELEGATION:

The incumbent will be an Authorised Officer under appropriate delegations:

YES

NO

ORGANISATION RELATIONSHIPS AND RESOURCE MANAGEMENT RESPONSIBILITIES:

Reports to:	Manager Safer Communities
Supervises:	Nil
Internal contacts:	All Council service units
External contacts:	Other local government authorities, state government bodies and external stakeholders.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The incumbent is responsible and accountable for:

- Accurate and timely management of allocated tasks.
- Ensuring the accuracy and quality of work produced and advice provided.
- Working in a collaborative manner with other members of the department, the wider organisation and external stakeholders.

The incumbent has the following delegations:

- Approval of expenditure up to \$2,000.

The incumbent is accountable for:

- Adhering to and implementing the Organisational Responsibilities set out in the Key Outcomes and Responsibilities, above.

JUDGEMENT AND DECISION MAKING:

The incumbent is required to use judgement and make decisions relating to:

- Effectively managing workload on a day to day basis.
- Identifying and addressing issues and problems effectively.
- Supporting other team members by providing advice and knowledge in the use of corporate systems and technologies were required.

The work is performed within specific guidelines but with scope to exercise discretion in the application of established standards and procedures. Guidance and counsel are usually available within the time required to make a decision.

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be demonstrated and utilised:

- Excellent administrative and writing skills.
- Technological skills to fulfil the requirements of the position.
- High level organisation skills.
- An understanding of the functions and responsibilities of all positions within the Department in order to assist key stakeholders and other staff members with enquiries.
- High level of computer literacy across the Microsoft Office Suite.

MANAGEMENT SKILLS:

The incumbent must demonstrate and apply the following management skills:

- Ability to manage time, set priorities and plan own work to meet the organisational demands, along with initiative and strong motivation to achieve outcomes.
- Proven ability to handle varying workloads and tasks to meet deadlines.
- Problem solving and troubleshooting skills.

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated and utilised:

- Demonstrated commitment to delivering outstanding customer service.
- Well-developed written and verbal communication skills.
- Demonstrated ability to work both independently and as part of a team.
- Desire to be proactive, manage issues and provide excellent customer service.

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and/or experience are required for the position:

- Strong business and administrative support experience and/or tertiary qualification.
- Proficiency in the use of the Microsoft Office suite of products.
- Proficiency in a variety of software programs.

VARIATION TO CONDITIONS OF EMPLOYMENT:

These conditions of employment, your duties and your location may be varied by Council during the term of your employment in accordance with Council's Enterprise Agreement.

The Position Description will be reviewed annually, in conjunction with you, in accordance with Council's Enterprise Agreement, and as part of the employee's annual Performance and Development Review.

The Position Description is to be read in conjunction with the Council's Enterprise Agreement and the General Terms and Conditions of Employment.

SELECTION CRITERIA:

Selection will be based on the following Selection Criteria. However, reference will also be made to other attributes, skills and knowledge as listed in the Position Description:

Mandatory/Essential:

1. Excellent administrative and writing skills.
2. A commitment to delivering an excellent standard of customer service.
3. High level organisational skills.
4. Effective time management skills and ability to prioritise.
5. Strong business and administrative support experience.
6. Experience that demonstrates strong communication and interpersonal skills.
7. Experience in assisting with project management, reporting and analysis of project initiatives and outcomes.
8. Proficiency in the use of the Microsoft Office suite of products.

PHYSICAL REQUIREMENTS OF THE POSITION:

The physical requirements of the position are outlined below:

Task	Performed Frequently	Performed Sometimes	Never/Rarely Performed
	More than 2 hours in 1 shift or continually for 30 min	Less than 2 hours in 1 shift	Infrequent use/activity
Keyboard duties	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading tasks	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Writing tasks	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sitting (extended periods)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking/Standing (Briefly)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking/Standing (Extended)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving Car/Utility/Tractor/Truck/Bus	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lifting/Carrying duties (Light) <10kg	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lifting/Carrying duties (Heavy) >10kg	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pushing/Pulling tasks (Light) <10kg	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pushing/Pulling tasks (Heavy) >10kg	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Chopping/Digging tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Bending/Kneeling requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climbing (stairs, ladders/scaffold)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Handling grease/oils	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to dust/dirt/hazardous materials	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to chemicals and/or detergents	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Stress - Difficult customers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tight deadlines	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exposure to hot/cold temperature	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

AGREEMENT:

I accept and agree to the duties in this Position Description.

I understand that this Position Description is to be read in conjunction with Council's Enterprise Agreement and General Terms and Conditions of Employment, and I agree to abide by the terms and conditions of employment stipulated therein.

Name:

Signature:

Date: