

<b>Position Title:</b>	Business Support Officer
<b>Classification:</b>	Band 4
<b>Business Unit:</b>	Community Safety and Compliance
<b>Reports to:</b>	Coordinator Appeals and Business Support
<b>Status:</b>	Full Time / Part-time (whichever is applicable)
<b>Approved by:</b>	Director Planning and Place
<b>Reviewed:</b>	February 2026

## 1. About the City of Glen Eira

The City of Glen Eira is located in Melbourne's south-east suburbs, approximately 10 kilometres from Melbourne's central business district. The City includes the suburbs of Bentleigh, Bentleigh East, Carnegie, Caulfield, Caulfield East, Caulfield North, Caulfield South, Elsternwick, Gardenvale, Glen Huntly, McKinnon, Murrumbeena, Ormond and part of the suburbs of Brighton East and St Kilda East.

Glen Eira has a vibrant and diverse community which is proud of its cultural heritage. It has 68 beautiful parks, 45 sporting ovals, 40 educational institutions, 35 strip shopping centres and almost 6000 businesses. It is home to more than 141,000 people and significant Melbourne icons such as Ripponlea, the Caulfield Cup, Yarra Yarra Golf Club, the Melbourne Holocaust Museum and much more.

## 2. About our Organisation

Glen Eira City Council aims to be an organisation that is high performing, values based and one that strives for innovation. We are proud of our achievements and have been recognised as an employer of choice over recent years. We endeavor to recruit people who share our values, are proud of the work they do and have a desire to make a difference to our community.

Glen Eira City Council is committed to reconciliation and supports Aboriginal and Torres Strait Islander aspirations. We encourage applications from Aboriginal and Torres Strait Islander people and value the knowledge, skills and talents they could share with our workforce and community.

Glen Eira City Council plays a leading role in taking strong action on the climate emergency and raising awareness to ensure a sustainable, safe and healthy future for us all. To help us achieve these outcomes, we all have the responsibility to embed climate change action in everything we do. This includes reviewing individual work to identify how we can make a difference in Council and the community to reduce environmental impacts and raise awareness.

### Organisational Vision and Purpose

- Vision – *We are connected, collaborative and courageous. We lead for now and plan for the future.*
- Purpose – *We enhance our community's quality of life. We build our community's connection to place.*

### Values

We are committed to the values which underpin our organisational culture, and how we work. Our five values are:

- Service Excellence – *Delivering for our community*
- Collaboration – *Working better together*
- Innovation – *Expressing ideas and adding value*
- Respect – *Being understanding and considerate*
- Integrity – *Being open and honest*

## 2.1 Organisational Structure

Glen Eira City Council's structure comprises four Directorates and two executive management portfolios (People and Culture and Finance) all reporting to the Chief Executive Officer. The four Directorates are:

- Community Wellbeing;
- Customer and Corporate Affairs;
- Planning and Place; and
- Sustainability, Assets and Leisure.

These Directorates and the departments within them are responsible for ensuring the delivery of high quality and cost-effective services that make a difference to our community. In conducting their business, they aim to be client focused and open to innovation and continuous improvement.

### Community Safety and Compliance Department

The department is responsible for the following essential services:

- Parking Services Contract (on-ground enforcement and infringement management system)
- School Crossing Program
- Infringement Appeals
- Residential, Accessible and Town Hall Parking Permits
- Animal Management
- Local Law Management
- Public Health

## 3. Position Purpose and Background

The Business Support Officer is part of the Community Safety and Compliance Department and has a primary focus on supporting all business support aspects of the department relating to, administration, liaison with internal and external and specific project tasks. The role also provides support to the department's Coordinators, Team Leaders, and Manager on a range of administrative tasks.

The Community Safety and Compliance Department is responsible for the administration of legislative powers to preserve public safety and ensure compliance through education and enforcement. The department is responsible for the delivery of services relating to the following teams:

- **Civic Compliance:** responsible for administration and enforcement of Council's Local Law, the *Domestic Animals Act 1994* and other relevant legislation. The team is responsible for the issuing of permits relating to Road Occupancy, Footpath Trading, and animal registrations. The team is primarily responsible for domestic animal management, compliance with Council's Local Law and for administering education and enforcement.
- **Public Health:** responsible for surveillance and control of businesses that pose a risk to the public while aiming to prevent or reduce the incidence of foodborne illness or injury and/or the spread of disease. The team is responsible for issuing registrations, education and enforcement relating to food, hairdressing or beauty therapy, tattooists or body piercing, colonic irrigation, accommodation, and tobacco businesses. In addition to public swimming or spa pools and childcare and aged care facilities when experiencing a gastrointestinal outbreak. The team also responds to complaints from the public that have a clear and direct impact on health.
- **Parking and Safety:** responsible for parking education and enforcement, accessible parking permits, residential parking permits, processing of applications for internal review, extensions and payment arrangements relating to parking infringement notices and Council's School Crossing Program.

The Business Support Officer will actively support the delivery of the department's services listed above through the delivery of high-quality customer service and administrative and support tasks.

## 4. Working Relationships

Within the organisation, the Business Support Officer is required to liaise with:

- Manager Community Safety and Compliance
- Community Safety and Compliance Coordinators and Team Leaders
- Community Safety and Compliance Officer staff
- Other Council staff

External to the organisation this position is required to liaise with:

- Council community, tenants and residents
- State Government agencies
- Animal management sector professionals
- Public health sector professionals
- Fines Victoria
- Traders
- Permits/registration holders
- Consultants and contractors

## 5. Key Responsibilities

The Business Support Officer will be tasked with duties that are specific to a Service Area as directed by the Coordinator Appeals and Business Support or the Manager Community Safety and Compliance and at times will be directed to other administrative tasks based on service needs and to maintain business continuity.

- Assist with the administration, data entry, invoicing and reporting functions for the Department.
- Maintain and update the departments Pathway modules, Health Manager System as directed.
- Provide support to the Systems Development Officer when required.
- Provide support to the department's leadership team.
- Process the payment of ad-hoc accounts, following through outstanding invoices with relevant staff or contractors.
- Collate the business unit's reporting obligations as directed by the relevant business unit Coordinators.
- Liaise with internal departments of Council regarding improvements/updates to systems and procedures impacting on the administration of the departments administrative obligations.
- Provide excellent customer service and assistance to all internal and external customers.
- Maintain appropriate filing systems and databases that are consistent with the needs of the Unit's work programs.
- Respond to telephone and correspondence requests.
- Liaise with Council's contractors as required.
- Actively communicate and share information within the team and maintain and develop a co-operative and positive relationship with staff from other departments.
- Enter and maintain Community Safety and Compliance invoices through Council's financial software system;
- To assist the general public with their enquiries both over the counter and by telephone.
- Provide administrative support to the department's leadership team.
- Perform other administration and business support duties as required by the Manager, Coordinators and Team Leaders.

### 5.1 OHS, Risk Management, Equal Opportunity, Charter of Human Rights & Child Safe Standards

- Adhere to policies and procedures to minimise injury and damage to assets and property.

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- Adhere to Council's Health and Safety, equal opportunity and risk management policies, plans and procedures and relevant legislation as well as act in accordance with the Charter of Human Rights.
- Actively participate in reporting matters of health, safety and Council asset damage.
- Demonstrate and promote workplace behaviour that does not discriminate, bully or harass.
- Take reasonable care for your safety and the safety of others who may be affected by your actions or omissions.
- Contribute to the effective protection of Council in accordance with the Council's risk management policy and procedures.
- Act compatibly with human rights and consider human rights when making decisions.
- Cooperate with any reasonable, lawful instruction to comply with relevant legal requirements.
- Commit and adhere to Council's zero tolerance of child abuse, its principles of being a child safe organisation and its reporting requirements for child safety.
- Adhere to the Victorian Child Safe Standards and related legislation, including Failure to Disclose, Failure to Protect and Grooming offences.

## 5.2 Accountability and Extent of Authority

The following outlines the Accountability and Extent of Authority required by the Business Support Officer:

- This position has no delegated authority to expend funds relating to budgets and Council policy.
- The incumbent will be provided specific guidelines, standards and procedures relating to their position. There is limited discretion to go outside these guidelines.
- Responsible for providing input into the development and implementation of operating procedures for business unit related matters.
- Authority to raise purchase orders and reconcile invoices for goods and services required by the business unit.
- The freedom to act within Council policy, clear objectives and is supported by frequent prior consultation with senior staff as well as regular reporting.
- This role is accountable for the quality, effectiveness and timeliness of the tasks under their control.
- Demonstrate commitment to support and embrace a continuous improvement environment and culture within the organisation.

## 5.3 Judgement and Decision Making Skills

The following outlines the extent of judgement and decision making required by the Business Support Officer:

- The objectives of the work are well defined, but the incumbent will select the particular method to be used from a range of available alternatives.
- Problems are occasionally complex with solutions not related to previously encountered situations and some creativity and originality is required.
- Guidance and advice is always available within the time available to make a decision.

## 5.4 Management Skills

The following describes managerial skills required by the Business Support Officer:

- This position requires skills in managing time and planning and organising one's own work.
- Ability to work with a flexible team and collaborate with others to agree shared priorities.

## 5.5 Interpersonal Skills

The following describes the interpersonal skills required by the Business Support Officer:

- Ability to gain cooperation and assistance from community groups and other employees in the administration of defined objectives.
- Excellent verbal and written communication skills.

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- A constructive and outcome focused approach.
- Willingness to work on a range of different activities including trying new activities and using initiative.

## 5.6 Specialist Skills and Knowledge

The following describes the specialist knowledge and skills required by the Business Support Officer:

### ESSENTIAL

- An understanding of parking, public health, local law, animal management, permit/registration, infringement appeal and/or school crossing related administrative tasks.

### DESIRABLE

- Ability to read and interpret applications relating to parking, public health, local law, animal management, permit and infringement appeals.
- The ability to read and interpret maps (GIS).
- Knowledge and experience of working with Health Manager, Pathway, infringement management software (such as IMaaS) and other Council databases.
- Experience in and knowledge of permit/registration management.
- Demonstrated ability to support contractors.
- Knowledge of enforcement/compliance practices within Council Local Laws and parking regulations
- Local Government experience.

### GENERAL

- Good organisational and administrative abilities.
- Ability to deal with the public courteously and efficiently.
- Ability to organise and prioritise numerous tasks.
- Word processing and database entry skills.
- Ability to carry out accurate data entry, correspondence compilation and document preparation.
- Proficient skills in Microsoft Word, Excel and Outlook, Power Point, including spreadsheets and databases.

## 5.7 Qualifications and Experience:

- Relevant previous experience working within a similar role that has included maintenance and updates of enforcement/compliance related databases.
- Experience in a customer orientated role.
- Computer literacy (Microsoft Office products).
- Experience in the use of financial management, customer request or similar database software.

## 6. Performance Review

The Business Support Officer will be required to participate in the Council's Performance Development and Review process. This involves planning and agreeing work and skill development objectives and reviewing and assessing achievements on a regular basis.

The Business Support Officer may also be required to carry out other such duties as are within the limits of the employee's skills, competence and training. These will be discussed as part of the Performance Review process.

## 7. Selection Criteria

- Demonstrated commitment and adherence to organisational values and behaviours.
- An understanding of records management systems and managing a variety of databases.
- Knowledge of financial software systems and experience raising Purchase Orders.
- Substantial experience in a customer orientated role.

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- Excellent communication skills – both written and verbal.
- Proficient skills in Microsoft Word, Excel and Outlook, Power Point, including spreadsheets and databases.

## 8. Other Information

- Position is subject to the satisfactory completion of Police Records Check, Employee Working with Children Check.
- Victorian Driver's Licence is desirable.
- The position is located at the Glen Eira Town Hall, however the incumbent may be required to travel to other Council offices from time to time.
- Glen Eira has embraced a hybrid work model which includes the ability to work from home part-time, subject to team and operational requirements.