

Senior Business Support Officer

Division	Community and Environmental Services	Department	Community Services, Sport and Recreation
Reports To	Manager - Community Services, Sport and Recreation	Direct Reports	No

Position Purpose

Provide a high level of administrative and professional services within the Manager's office and across the broader Community Services, Sport and Recreation department, using a high degree of judgment, initiative and confidentiality.

Key Responsibilities and Outcomes

Operational

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

- 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 and appropriately coordinated within the department.
- Monitor, process and track incoming and outgoing communications and prepare sensitive and complex correspondence as required.
- Prepare and support the development and management of high-quality business documentation (Eg. Council meeting reports, minutes and presentations).
- 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.
- Proactively undertake business process mapping and re-engineering within the department to identify and optimise service improvement opportunities.
- Support the manager and broader leadership team in the preparation of the annual operational budget, and monitor and report on expenditure.
- Maintain and develop relationships with internal and external stakeholders that will increase the effectiveness of the department.

Values

At Moreton Bay Regional Council we are on a journey to creating a great culture. Our values shape the way we behave and how we interact with each other to deliver the best service to the community. The safety of you and the community is our number one priority and we are all responsible for creating an inclusive, safe workplace and protecting our environment. As a team member, you will take individual accountability for demonstrating the values, expectations and behaviours.

Decision Making

Budget - N/A

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ENJOY A VIBRANT LIFESTYLE**

Delegations - Delegations under the *Local Government Act 2009* and as directed and published in Council's Delegation Register.

Knowledge & Experience

- Demonstrated relevant experience in a similar role or a role requiring a similar skill set.
- Excellent written communication skills, with a demonstrated ability to prepare professional business documentation, including but not limited to correspondence, meeting minutes and Powerpoint presentations.
- Well-developed time management skills to achieve proficiency and effectiveness in managing workload, priorities and deadlines.
- Demonstrated skills and experience in business process mapping and re-engineering.
- High level of proficiency with Microsoft Office suite of programs and the ability to develop proficiency with Council's corporate systems.
- 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.
- Experience working in a local government context would be well regarded.

Qualifications

- Current C class driver's licence.

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 employees to perform other duties at their discretion.