

Operations Support Officer

Division	Projects and Asset Services	Department	Asset Maintenance
Reports To	Business Operations Coordinator	Direct Reports	No

Position Purpose

To provide a broad range of support services to the Business Operations team including the coordination of appropriately skilled and experienced labour hire staff to support core business needs.

Key Responsibilities and Outcomes

Operational

- Coordinate the daily support of labour hire staff for the Asset Maintenance department, including recruitment, onboarding, performance, timesheet management and daily attendance of all labour hire staff within the department.
- Produce and review monthly reports detailing maintenance response, delivery, and completion times for measurement of Key Performance Indicators (KPIs).
- Provide business support with the preparation, submission, monitoring and reporting of the departmental budget and journals, stock inventory management, KPI's, recording meeting minutes and actions, process and standards documentation.
- Promote continuous improvement of services delivered by the team as well as business intelligence and data management systems.
- Support the procurement process for contracted services in line with Council's procurement guidelines.
- Participate in the Operational Disaster Event Management response on behalf of the Asset Maintenance Department, updating the community with information in Council's web page and gathering and distributing important site-based information from the field.
- Work collaboratively with all team members and maintain positive working relationships with both internal and external stakeholders.

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 leader of people, you will take accountability for demonstrating the values, expectations and behaviours and enable my team members to do the same.



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ENJOY A VIBRANT LIFESTYLE**

Decision Making

Budget - Nil

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

Knowledge & Experience

- Demonstrated experience in the coordination of labour hire support services within a medium to large organisation
- Proficiency with Microsoft Office suite of programs and the ability to develop proficiency with Council's corporate systems
- Ability to deal with matters in a sensitive manner with a high level of confidentiality.
- Strong time management skills and the ability to manage conflicting priorities and meet deadlines.
- Well-developed people and relationship management skills with the ability to work in a positive team environment communicating and engaging effectively at all levels.

Qualifications

- Current C class driver's licence.
- Tertiary qualification in Business, Recruitment, Information Technology or a related field.

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 team members to perform other duties at their discretion.