

Business Support Officer

Position Description

Directorate	Community and Environmental Services	Department	Cultural Services
Reports To	Heritage and Museums Coordinator	Direct Reports	No
Queensland Local Government Industry Award - State 2017 - Stream	Stream A - Division 2, Section 1 - Administrative, clerical, technical, professional, community service, supervisory and managerial services	Moreton Bay Regional Council Certified Agreement 2022 EBA5 Wage Level	Schedule 1, Level 2

Position Purpose

This position will provide general administrative assistance to the Heritage and Museums branch to support the delivery of complex programs and administration functions.

Key Responsibilities and Outcomes

As a Business Support Officer and member of the Cultural Services department you will:

- Provide general administrative assistance to the branch ensuring appropriate communication of any matters or emerging issues requiring attention.
- Prepare incoming and outgoing correspondence and timely responses to customer requests including appropriate follow up and escalation as required.
- Assist with the preparation of briefing notes, presentations and other business documents.
- Assist with the branch's finance and procurement functions, including liaising with suppliers; preparing and delivering purchase orders and invoices and providing routine advice to management and key staff.
- Assist in the review and update of resources including template letters, forms and customer service reference information to ensure accuracy, consistency and alignment with branch processes.
- Assist in the review of branch processes and procedures to improve efficiency and service delivery outcomes.
- Develop and maintain relationships with internal and external stakeholders that will increase the effectiveness of the Heritage and Museums branch.
- Contribute to a positive team environment in order to achieve a high performance, continuous improvement and customer focused culture.

Our Values

Our values shape the way we behave, how we interact with each other and our customers. They underpin our decision making and are our guiding principles for how we work every day. As a Team Member you will take individual accountability for demonstrating the values expectations and behaviours.

SERVICE
TEAMWORK
INTEGRITY
RESPECT
SUSTAINABILITY

Decision Making	
<i>Budget</i>	N/A
<i>Delegations</i>	Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

Knowledge & Experience
<ul style="list-style-type: none"> • Previous experience providing administrative support and assistance, including the preparation of quality correspondence and documentation. • Sound knowledge of administration practices and procedures. • Well-developed organisational skills and work ethic with the ability to work autonomously. • Well-developed time management skills to achieve proficiency and effectiveness in managing the workload and priorities, and meeting deadlines. • Proficiency with the Microsoft Office suite of programs and the ability to develop proficiency with council's corporate systems. • Well-developed people and relationship skills with demonstrated ability to work in a team environment, communicating and motivating effectively at all levels of the organisation, contributing to a positive work environment with a strong focus on provision of quality customer service.

Qualifications
<ul style="list-style-type: none"> • Certificate II in Business Administration or equivalent experience. • Current C class driver's licence.

Note: 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.