



POSITION DESCRIPTION

POSITION TITLE:		Business Support Officer			
POSITION NO:		XXXX	CLASSIFICATION:		Band 5
DIVISION:		Advocacy, Engagement and Communications			
BRANCH:		As above			
REPORTS TO:		Group Manager, Advocacy, Engagement and Communications			
POLICE CHECK REQUIRED:	No	WORKING WITH CHILDREN CHECK REQUIRED:	Yes	PRE-EMPLOYMENT MEDICAL REQUIRED:	No

This position is required to provide evidence of COVID-19 double dose vaccination. We will work with individuals to assess their ability to meet this requirement on a case by case basis.

Yarra City Council is committed to being a child safe organisation and supports flexible and accessible working arrangements for all.

This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.

We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.

POSITION OBJECTIVES

To provide timely, quality, effective and efficient business support to the Advocacy, Engagement and Communications division- including the Communications and Engagement branch, Digital Communications and Marketing branch and the new Advocacy and Partnerships branch.

ORGANISATIONAL CONTEXT

The municipality is committed to efficiently and effectively servicing the community to the highest standard; protecting, enhancing and developing the City's physical and social environment and building the population and business base. A major imperative of the Organisation is the introduction of a best value framework with an emphasis on customer service and continuous improvement.

Responsive service is critical to the success of the office in providing its services. Many topics that the office deals with are sensitive in nature, with multiple stakeholders involved. They can impact on individuals in the community, and require involvement of Councillors / Executive. It is imperative that a timely response to solve the issue and/or set processes in place quickly to minimise any escalation and to then resolve the matter.

The office receives a vast number of 'requests for service' in its various service delivery units, this can include: media, social media, internal and external communications, marketing and campaigns, graphic design, advocacy, consultation and engagement, translations just to name a few.

Management of customer service and community requests is an important component of the role, as is the coordination of rosters, calendar management, schedules, purchase orders and contracts, project management systems such as Trello, Monday project management etc.

Council uses the following main business systems:

- Trim Context, Councils corporate electronic records system
- Content Manager
- Technology 1Enterprise Suite (purchasing, budget, proclaim etc.)
- Camms Interplan, Council's corporate planning system
- InfoCouncil, Councils report/agenda management system

Timely investigation and commencement of action is very important. These are tracked in accordance with the Key Performance Indicators of the office.

ORGANISATIONAL RELATIONSHIPS

Position reports to:	Group Manager, Advocacy, Engagement and Communications
Position Supervises:	Nil
Internal Relationships:	The incumbent will liaise with staff at all levels within the organisation including the Chief Executive Office, Directors, Managers, EA's, other staff within the directorate and also other Council staff across the organisation, as required.
External Relationships:	The incumbent will be required to maintain confidentiality as required and form professional relationships with a range of persons to advance the tasks and objectives on behalf of the Group Manager.

KEY RESPONSIBILITIES

The officer will be responsible for direct business support assistance to the senior leadership team within the division to ensure the management and completion of allocated tasks to achieve timeliness of responses for the Group Manager.

Specific responsibilities will include:

- Provide assistance to the various branches in the Advocacy, Engagement and Communications division as directed by the Group Manager to assist in completion of projects and deadlines.
- Provide administrative support to the Group Manager

- Process purchase orders, contracts, purchasing card and other procurement related matters.
- Coordinate schedules, rosters, oracles, communications inbox, room bookings and permits for consultations, booking of media ads

Other

- Assist in diary and email management as requested;
- Organise meetings and other events, liaise with internal and external persons to organise meetings as required, including any logistics required (technology, catering, materials);
- Assist in the management of correspondence allocated to the Director and Managers (Trims, Emails, MCRs and hard copy documents);
- Gather information from officers and/or collation of material to respond to allocated letters (TRIM documents)
- Printing, copying and collation of material/information as required;
- Drafting of correspondence for consideration by the Director / Manager;
- Formatting of documents and reports;
- Assisting in finalising reports of officers for the Council agenda as required;
- Raise and manage purchase order as requested, track invoices and associated process;
- Respond to general phone enquiries including basic queries and assistance or filtering of calls;
- Project support for specific projects; and
- Other duties as directed.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- The Business Support Officer is accountable to the Group Manager to ensure the provision of timely, effective and accurate administrative and business support for the tasks allocated.
- The authority to act is governed by processes, Council policies, and regular conversations with the Group Manager and other senior staff.
- The authority to act in the provision of specialist advice to the public is informed by clear guidelines, service protocols and Council policy and consultation with the Group Manager
- The position is required to work closely with other Executive member EA's and Managers to achieve the stated objectives / accountability of the position and to ensure consistency with the relative Branch objectives.

Safety & Risk

- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the Child, Wellbeing and Safety Act 2005 and have robust policies and procedures in order to meet this commitment.

Sustainability

- Embrace the following Sustaining Yarra principles through day to day work:
 - Protecting the Future
 - Protecting the Environment
 - Economic Viability
 - Continuous Improvement
 - Social Equity
 - Cultural Vitality
 - Community Development
 - Integrated Approach

Yarra Values

- Behave according to the following values which underpin our efforts to build a service based culture based on positive relationships with colleagues and the community:
 - Accountability
 - Respect
 - Courage

JUDGEMENT AND DECISION MAKING

- The objective of the position and the responsibilities are well defined through processes, Council policies and direction from Group Manager and Unit Managers as required. Judgement and decision making needs to have a focus on these aspects as part of the tasks undertaken.
- Guidance and advice will be available within the time required to make a decision.
- Judgement is required in relation to:
 - choosing the most appropriate method / process to complete the given tasks;
 - the application of business support / administrative procedures and guidelines to achieve the objectives of the position; and
 - the necessary information in order to adequately respond to the inquirer within required timelines.
- Drafting of correspondence (content, tone and structure) for consideration by the Managers / Director.
- Some creativity and originality from time to time will be required to best deal with particular instances. Timeliness in gathering information from various sources is critical to the success of the role.

SPECIALIST KNOWLEDGE AND SKILLS

- Excellent customer service and problem solving skills.
- Demonstrated understanding, patience and empathy with both internal and external customers.
- Demonstrated experience using a Customer Request system.
- Proven ability to assist a senior officer manage significant workloads (many time sensitive) and to meet required deadlines.
- Excellent personal computer skills including use of MS office, spread sheets, calendar management and other software Understanding of the importance of Council policies, regulations and precedents.
- Understanding of long term unit goals and appreciation of wider organisational goals.
- Some knowledge of Local Government and its functions is desirable.

MANAGEMENT SKILLS

- An ability to effectively assist senior officers manage workflows, time and outputs.
- An ability to effectively manage time, set priorities and organise own workload.
- An ability to develop and recommend initiatives to assist the senior officer achieve required outcomes, meet objectives and deadlines.
- Ability to solve problems through discussion, and team work.

INTERPERSONAL SKILLS

- An ability to show initiative and anticipate actions required by senior officers.
- Excellent oral and written communication skills.
- Ability to write reports or prepare external correspondence.
- Ability to gain cooperation and assistance from team members and members of the public in the administration of business support. An ability to gain co-operation and encourage enthusiasm from a range of interested parties.
- An ability to communicate with people at all organisational levels.
- An ability to manage sensitive issues, information and customers.
- Willingness to learn and improve.

QUALIFICATIONS AND EXPERIENCE

- Degree or diploma in Business Administration or related field with little no experience / or less formal qualification with work skills and relevant experience. in a business support/administration environment.
- Proven experience working in a team environment.
- Proven experience in delivering effective and responsive customer service.
- Proven experience with diary management.
- High level proficiency in MS Office and software.
- Effective editing skills to assist senior officers.
- Experience in project management / event management desirable.

KEY SELECTION CRITERIA

1. Demonstrated experience in business support and administration for a senior officer.
2. Demonstrated extensive customer service, communication and people skills.
3. Demonstrated experience in working in a team environment to achieve outcomes.
4. Proven ability to use initiative and to be proactive.
5. Demonstrated ability to effectively manage time, set priorities and organise own workload and that of a senior officer.
6. Demonstrated experience with various software and business management systems.