



POSITION DESCRIPTION

POSITION TITLE:		Business Support Officer			
POSITION NO:		101600	CLASSIFICATION:		Band 5
DIVISION:		Planning and Place Making			
BRANCH:		Sustainability and Strategic Transport & City Strategy			
REPORTS TO:		Assistant Director, Planning and Place Making (Manager Sustainability and Strategic Transport)			
POLICE CHECK REQUIRED:	Yes	WORKING WITH CHILDREN CHECK REQUIRED:	No	PRE-EMPLOYMENT MEDICAL REQUIRED:	No

Yarra City Council 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 OBJECTIVE

To provide high quality, efficient and timely business and administrative support to the Sustainability and Strategic Transport and City Strategy Branch teams and management.

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.

The Sustainability and Strategic Transport Branch and the City Strategy Branch are part of the Planning and Place Making Division.

The Sustainability and Strategic Transport Branch is comprised of two units- Strategic Transport and Sustainability.

The Branch is responsible for improving public and sustainable transport in Yarra and for ensuring our environment is the best it can be. The Strategic Transport Unit works on projects advocating and improving public transport and sustainable transport through Yarra. The unit is responsible for implementing the Yarra Bicycle Strategy and works closely with VicRoads, YarraTrams and PTV. They also work on behavioural change projects to discourage the use of cars and encourage the use of sustainable transport, including public transport, cycling and walking.

The Sustainability Unit's responsibilities include implementing Yarra's Environment Strategy, carbon neutral action plan and the staff Green Team. The Unit assists employees and the broader Yarra community in reducing Yarra's environmental footprint.

The City Strategy Branch is comprised of four units – Strategic Planning, Economic Development, Urban Design and Open Space.

The Branch is responsible for the overall strategic planning to manage growth and guide the City's development; providing support to Yarra's business community to support a strong local economy, and to lead high quality urban design and open space outcomes and a holistic approach to creating great places.

ORGANISATIONAL RELATIONSHIP

Position reports to:	Manager City Strategy
Position Supervises:	Nil
Internal Relationships:	The incumbent will liaise with staff at all levels within the organisation including Councillors, Chief Executive Officer, Directors, Managers and other staff, as required.
External Relationships:	The incumbent will be required to maintain confidentiality as required and form professional relationships with a range of persons, statutory authorities, ratepayers, business persons, service providers, and the wider community.

KEY RESPONSIBILITY AREAS AND DUTIES

The officer is responsible for providing assistance and direct business support to the two branch teams and management. Specific responsibilities will include:

- Responding to general phone enquiries including basic queries and filtering of calls during major consultation projects;
- Setting up administrative resources for the Branches including forms and document templates;
- Records management, both electronic and hard copy;
- Management of correspondence and customer service requests;
- Management of mail outs for consultation, major events and meetings, including preparation of databases, mail out and responses;
- Registration for staff attendance at conferences and seminars;
- Preparation of the attendance registers for approval by managers;
- 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);
- Printing, copying and collation of material/information for Managers as required to attend to particular matters;
- Formatting of documents and reports;
- Raise and manage purchase orders, cheque requests and invoices, including ordering of stationery;
- Project support for specific projects;
- Preparation of agenda and minutes and room bookings;
- Providing relief cover to the Executive Assistant Planning and Place Making when on leave; and
- Other duties as directed.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The Administrative Business Support Officer is directly accountable to the Manager City Strategy for the provision of effective, timely and accurate business and administrative support to the Branches.

- The authority to act is governed by clear objectives, budgetary constraints, statutory requirements Council policies, and regular prior consultation with the Branch Managers.
- The authority to act in the provision of advice to the public is subject to clear guidelines and prior consultation with the Managers and Coordinators as applicable to the specific project.
- The position is required to report regularly with the Manager City Strategy, to achieve the stated objectives / accountability of the position and to ensure consistency with the relative Branch objectives.

Safety and Risk

The officer will:

- 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

The officer will 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

The officer will 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:

- Respect
- Teamwork
- Innovation
- Sustainability
- Accountability
- Integrity

JUDGEMENT AND DECISION MAKING

- The objective of the position and the responsibilities are well defined
- Guidance and advice would usually be available within the time required to make a decision.
- Judgement is required in relation to:
 - (i) Choosing the most appropriate method/ process and equipment from available alternatives to complete the given tasks;
 - (ii) The application of business support/ administrative procedures and guidelines and knowledge acquired through training and/or several year's administrative experience
 - (iii) The necessary information in order to adequately respond to the inquirer within required timelines; and
 - (iv) Drafting of correspondence (content, tone and structure) for consideration by the Manager
- Problems are occasionally of a semi-complex nature with solutions not related to previously encountered situations. Some creativity and originality is therefore required.

KEY COMPETENCIES

Specialist Skills and Knowledge

- Excellent customer service, public relations and liaison skills;
- Understanding, patience and empathy with both internal and external customers;
- Excellent computer skills, including use of Microsoft Office suite, calendar management, GIS and other applications;
- Experience with an electronic records management systems, preferably Content Manager and a Customer Request system;
- Some knowledge of Local Government and its functions is desirable.

Management Skills

- 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 develop and recommend initiatives to improve the functioning and performance of the administrative processes, practices and systems;
- Ability to solve problems through discussion, negotiation and team work;
- Ability to deal with a range of issues and conflicting priorities simultaneously;

Interpersonal skills

- Excellent oral and written communication skills;
- An ability to work in and contribute to a team environment;
- 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; and
- Experience in working with minimal supervision and ability to show initiative.

QUALIFICATIONS AND EXPERIENCE

- Proven experience in a business support/administration environment;
- Proven experience in delivering effective and responsive customer service;
- High level proficiency in MS Office and Outlook;
- Effective writing and editing skills; and
- Tertiary qualification desirable.

KEY SELECTION CRITERIA

- Demonstrated extensive customer service, communication and people skills;
- Highly developed interpersonal skills, ability to maintain strong relationships with both internal and external customers;
- Proven written and oral communication skills;
- Proven ability to effectively manage time, set priorities and organise own workload;
- Strong organisational skills to work independently with limited guidance and supervision.