

Senior Business Support Officer

Division	Community and Environmental Services	Department	Customer Response
Reports To	Strategy and Operational Policy Coordinator	Direct Reports	No

Position Purpose

This position will provide high level administrative assistance to the department to support the achievement of departmental objectives and outcomes, using a high degree of judgment, initiative and confidentiality.

Key Responsibilities and Outcomes

Operational

As the Senior Business Support Officer and member of the Customer Response team you will:

- Provide high level administrative support within the department, ensuring appropriate communication and escalation of matters or emerging issues requiring attention and monitor and process incoming and outgoing communications.
- In consultation with key staff, reconcile and monitor the department's budget, operational plan, corporate performance and financial reporting as required.
- Oversee the department's procurement function, raise purchase orders, process invoices and provide information and routine advice to management and key staff as required.
- Develop and maintain relationships with internal and external stakeholders that will increase the effectiveness of the Customer Response department.
- Enhance service provision by proactively identifying workplace improvement opportunities and collaborating with key stakeholders to develop and review processes, directives and work instructions.
- Contribute to a positive team environment in order to achieve a high performance, continuous improvement and customer focused culture.

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

Decision Making

Budget - Nil

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

Knowledge & Experience

- Considerable experience providing high level administrative support, including the preparation of high quality correspondence and documentation.
- Comprehensive knowledge of administration practices, including financial and procurement functions and activities.
- Well-developed organisational skills to work autonomously and undertake business process reviews and escalate issues.
- Well-developed time management skills to achieve proficiency and effectiveness in managing the workload and priorities, and meeting deadlines.
- High level proficiency with the Microsoft Office suite of programs and the ability to develop proficiency with Council’s corporate systems.
- 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

- Certificate III in Business Administration or equivalent experience.
- 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 team members to perform other duties at their discretion.