

Position Description

POSITION TITLE:	Business Support Officer
POSITION NO:	1028
DIRECTORATE:	Infrastructure Services
DEPARTMENT:	Transport and Engineering
SECTION:	
CLASSIFICATION:	Band 5
LOCATION:	Operations Centre, 95 Sunshine Road, West Footscray
DATE:	July 2026

ORGANISATIONAL RELATIONSHIPS

Reports to:	Manager Transport and Engineering
Supervises:	Nil
Internal Liaisons:	Manager Transport and Engineering, Department Coordinators and staff members, EA to and Director of Infrastructure Services and all Council employees.
External Liaisons:	State and Federal government agencies, community organisations and agencies, and members of the public and residents.

ORGANISATIONAL VALUES:

Employees at Maribyrnong will be guided in their behaviour and conduct in the delivery of its services by Council's values of Respect, Courage and Integrity.

Respect	The promotion of inclusiveness, empathy, communication, good will.
Courage	The promotion of innovation, considered risk, creativity, problem solving, initiative, accountability, responsibility.
Integrity	The promotion of honesty, loyalty, ethical behaviour, trustworthiness.

PRIMARY OBJECTIVES OF POSITION:

- Provide high level administrative support to the Manager Transport and Engineering, the Transport and Engineering Leadership team and the broader Department in general.
- In conjunction with the Departmental Leadership team, provide project management coordination and support for Department specific projects and activities as required.

DUTIES AND RESPONSIBILITIES

- Provide high level administrative coordination and support by developing and maintaining local systems that align with Departmental needs and organisational requirements.
- Provide a high level of service to internal and external customers in resolving enquiries and fulfilling requests.
- Be the first point of contact for the Transport and Engineering department

- Organise meetings, functions, projects and events as required.
- Assist with the preparation, coordination and collation of information and documentation required to respond to enquiries and requests from external organisations, including oversight bodies such as the Local Government Ombudsman, ensuring responses are accurate, timely and in accordance with organisational requirements.
- Monitor and maintain CM9 and Council Plan action items, including tracking progress, following up outstanding actions with relevant staff, and ensuring records are updated to support the timely completion of departmental tasks and commitments.
- Manage and maintain all Departmental payroll and purchasing requirements in accordance with organisational policies and procedures.
- Produce and prepare reports as required for the Manager Transport and Engineering.

The incumbent of this position may be directed to carry out such duties as are within the limits of the employee's skill, competence and training.

Organisational Responsibilities:

- Adhere to the Victorian *Occupational Health and Safety Act 2004*, Council's Occupational Health and Safety Policy and Council's Contractor Health and Safety Policy including assuming responsibility for the proper use of all safeguards, safety devices, personal protective equipment and other equipment provided for safety purposes.
- Consider and preserve one's own safety and the safety of those around while at work. This includes following health and safety guidelines and procedures, and using protective clothing or equipment provided, at all required times. Employees must immediately report any injury, near miss, damaged equipment or any other hazard observed in their workplace.
- Familiarise themselves with, and adhere to, Council's Risk Management policy and program and the application of sound risk management practices within the workplace and community.
- Practice and promote Council's Equal Opportunity and Respect at the Workplace principles and policies by treating fellow employees and our customers fairly and equitably and without discrimination, harassment or bullying.
- Promote a positive image of Council to members of the public through professional standards of personal presentation and through the provision of services/advice in a courteous and efficient manner.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Provide advice and information to internal and external stakeholders within Council guidelines and delegated authority. Accountable for the accuracy and quality of the information and advice provided.
- Provide support within area of expertise as required.
- Maintain and improve standards of work specific to the role and responsibilities.
- Act within clear objectives, budgets and frequent prior consultation.

JUDGEMENT AND DECISION MAKING

- Ability to work unsupervised, analyse situations and independently make decisions, and guide other staff members to relevant policies and procedures.
- Use previously acquired experience and knowledge to select within a wide range of methods, processes or equipment, the most appropriate to creatively solve problems and meet well defined objectives.
- Exercise judgement and autonomy to make decisions based on knowledge of department and organisational goals and objectives for routine matters.
- For more complex matters not covered within policy and guidelines, advice should be sought from supervisor or more senior employees.
- Guidance and advice from supervisor and other Council employees would usually be available within the time required to make a decision.
- Exercise discretion and confidentiality whilst performing assigned duties.

SPECIALIST SKILLS AND KNOWLEDGE

- Ability to use technology and systems relevant to the role and follow policies, procedures, processes and precedents relevant to the team.
- Understanding of the role and function of the team, senior staff to whom support is provided and how they impact the goals of the wider organisation.
- Understanding of relevant State and Federal legislation, Acts and regulations relevant to perform the role.

MANAGEMENT SKILLS

- Manage time, set priorities, plan and organise own work and when required, the work of any direct reports, to achieve team objectives within a set timeframe.
- Knowledge and ability to implement and embody Council personnel practices including Equal Employment Opportunity and Occupations Health and Safety, particularly when supervising employees.
- Ability to support, motivate, provide on the job training and guidance to more junior employees.
- Ability to contribute to team meetings and to team outcomes.
- Understanding and effective dissemination to direct reports of the long-term goals of the team and their alignment with Council's objectives.

INTERPERSONAL SKILLS

- Ability to gain trust, cooperation and assistance from internal and external stakeholders when required.
- Strong written and verbal communication skills and ability to effectively manage complex conversations.
- Ability to establish rapport and to contribute to a pro-active and collaborative work culture.
- Ability to demonstrate initiative and flexibility within the working environment and to contribute to team-based service delivery.
- Conduct research and provide detailed verbal and written reports as required.
- Capability to prepare external correspondence.

QUALIFICATIONS AND EXPERIENCE

Mandatory:

- Relevant qualification in Business Management / Administration, or extensive experience in a similar role.
- Demonstrated relevant experience in the provision of administrative and project support.

Desirable:

- Previous experience working within infrastructure services or local government.

KEY SELECTION CRITERIA

- Relevant qualification in Business Management / Administration, or extensive experience in a similar role.
 - Demonstrated relevant experience in the provision of administrative and project support.
 - Strong interpersonal skills.
 - Demonstrated time management skills, including the ability to work autonomously and within a team.
 - Experience working within infrastructure services or local government.
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Position Description



CONDITIONS OF EMPLOYMENT: In addition to the terms and conditions of Council's Enterprise Agreement and the requirements listed in this Position Description, there are policies and procedures that apply to your employment and require your diligent compliance. These policies and procedures are formulated by Council for the efficient and fair administration of employment and other business matters and can be amended from time to time. However, such policies and procedures are not deemed to be incorporated into your employment conditions, nor are they intended or deemed to impose specific contractual obligations on Council.

The following signatures are required to indicate understanding, agreement and approval of the position description.

Employee:

Date:

Manager/ Coordinator:.....

Date: