



Position Description

POSITION TITLE:	Senior Business Services Officer
DEPARTMENT:	Corporate Services
SECTION:	Business Services
CLASSIFICATION:	Band 2 Level 1 - Grade 9
REPORTS TO:	Business Services Coordinator
DATE OF LAST REVIEW:	13 May 2024

PURPOSE OF THE POSITION

- Provide specialist administrative, executive, operational and system support, including dedicated support within particular area/s of expertise internally and externally customer focussed.
- Provide and promote high level customer service at a technical level in a key skill area of expertise

SELECTION CRITERIA

Essential

1. Minimum Certificate III in Business Administration or relevant tertiary equivalent qualifications and work experience
2. Demonstrated high level proven experience in providing efficient and effective administrative support in a high pressure environment
3. High level proficiency in Microsoft Office Suite with a high-level typing speed
4. Ability to prioritise and multi-task in a high customer-focused environment, completing tasks to a high level of accuracy and meeting deadlines with accountability.
5. Ability to work both independently and as part of a team which can include coordinating staff within your section.
6. Excellent communication and interpersonal skills
7. Demonstrated ability to handle sensitive matters in a highly confidential environment
8. Current Class C drivers licence.
9. Demonstrated experience in cash handling
10. Experience in document management systems
Experience in updating, maintaining and suggesting improvements for a Customer Request Management system
11. Ability and willingness to perform overtime to take minutes at evening Council meetings including coordinating site visits and Councillor workshops

Desirable

12. Formal qualifications in Office/Business Administration (Certificate IV or equivalent)
13. Local government experience
14. Experience and understanding in the use of computerised mapping systems (GIS), State Records Act 1998 (NSW) and Local Government Authority GA 39X
15. Demonstrated ability to read and understand legal documents, technical maps and plans from Council records including GIS maps

KEY RESPONSIBILITIES

- Perform advanced office administration duties including but not limited to typing, filing, data entry, maintenance of registers etc to various departments of Council including correspondence and/or invoicing in a professional, accurate and efficient manner consistent within statutory guidelines and Council Policy and Procedures
- Provide high level specialised support providing materials and information within area of expertise to assist various departments of Council in the conduct of organisational duties
- Prepare, reports, presentations, minutes and agendas, advertisements and media releases
- Process technical applications and customer requests including informal GIPA and records searches
- Advanced administration and executive support including but not limited to research of issues, diary management, taking minutes of meetings, organise and coordinate events and in-house meetings
- Upload and maintain information on Council's website and Employee Intranet
- Accountability and Responsibility for the completion of work requiring the application of technical skills
- Assist in organising events including arranging staff services, venues, catering and equipment
- Provide excellent service to customers, exceeding internal and external stakeholders expectations
- Build and maintain productive relationships with internal and external stakeholders
- Provide advanced system support to internal users using judgement and problem solving skills when necessary
- Assist in the control and movement of files and documents across Council through accurate and effective scanning, registering both digital and hardcopy versions daily
- Actively participate in continuous improvement of systems, procedures, relative to the functions of the Business Services Unit to improve the level of service support.

OTHER KEY CORPORATE RESPONSIBILITIES

Work Health and Safety	• Follow safe practices/procedures to perform your duties in a manner, so as not to put yourself or others at risk of harm • Participate in development of safe work methods and risk assessments with your supervisor when required; • Actively participate in WHS inductions and training when required; • Wear personal protective equipment (PPE) in the prescribed manner and when specified; • Participate in workplace inspections if required; • Take care of any plant or equipment of any kind, including computer and other telecommunication devices; • Participate in emergency preparedness training, including any required knowledge for business continuity plans • Report all hazards, near misses and damage to Nambucca Valley Council's property to the General Manager (or delegate). • Where required for the position, either by legislation or through Nambucca Valley Council's policies and procedures, maintain all certificates, licences, operative training etc, and advise the General Manager (or delegate) of any change to these, including vehicle licences. • Report all injuries/illnesses to the General Manager (or delegate) immediately; • If injured at work, actively cooperate and participate to comply with obligations imposed under injury management and return-to-work plans where applicable. • Report any potential public liability and professional indemnity exposures in your workplace to the General Manager (or delegate).
Council's Policies and Procedures	Comply with all Council policies and procedures which are relevant to the position. Identify where these are out-of-date and where improvement is needed
Customer Service	Promote a professional and positive image of Council. Take a pro-active approach to providing excellent customer service – exceeding both internal and external customers expectations.
Equal Employment Opportunity	Comply with the requirements of the Anti-Discrimination legislation and Council's policies and procedures relating to EEO and Anti-Discrimination. Take appropriate action to ensure a harassment-free workplace.
Ethical Conduct	Comply with the requirements of Council's Code of Conduct. Take appropriate action to ensure a workplace free from corruption, maladministration and serious and substantial waste.

Environmental Protection	Comply with the requirements of legislation and Council's policies and procedures relating to environmental protection. Take appropriate action to ensure the protection of the environment.
Statutory Obligations	Ensure that all statutory obligations are met in an appropriate and timely manner and are applied fairly and impartially.
Records Management	Ensure that all corporate records digitally and hardcopy are fully and accurately captured and maintained, to comply with legislative requirements and business needs.
Teamwork	Support and promote teamwork through co-operation and communication.

OUTPUT MEASURES

- Advanced administrative support provided on a consistent daily basis
- Prompt, courteous and efficient provision of customer service
- Accurate documentation prepared and published within tight timeframes/deadlines and according to Council's standards of high quality verbal and written communication with accountability and responsibility of own work
- Positive image of Council is promoted daily
- Relevant technical registers maintained accurately and kept up-to-date
- Compliance with relevant legislation including State Records Act 1998 (NSW) Local Government Act 1993.

COUNCIL VALUES

Council is committed to creating a workplace where staff demonstrate the following values in our behaviour and conduct:

Professionalism	Show drive and motivation, innovation, an awareness of strengths and weaknesses and a commitment to learning
Accountability	Take responsibility for own actions, act in line with legislation and policy and be open and honest
Community Focus	Commit to delivering customer and community focused services in line with strategic objectives
Teamwork	Be a respectful, inclusive and reliable team member, collaborate with others and value diversity
Safety	Strive towards a safety focused workplace culture to ensure the wellbeing of staff, their families and the community
Value for money	Achieve results through efficient use of resources and a commitment to quality outcomes

ACCEPTANCE

I, _____ confirm I have read and understood the Position Description. As the incumbent of this position, I agree to work in accordance with the requirements of the position and will abide by Nambucca Valley Council's policies and procedures.

I understand this Position Description is designed to guide the responsibilities and activities to be undertaken in this position and is not intended to be an exhaustive list. I acknowledge that the organisation, in response to changing priorities, may vary tasks and responsibilities from time to time.

Signature:

Date: