

Position Description

POSITION TITLE:	Senior Business Support Officer
POSITION NO:	3048
DIRECTORATE:	Infrastructure Services
DEPARTMENT:	City Amenity, Parks and Gardens
SECTION:	
CLASSIFICATION:	Band 5
LOCATION:	Operations Centre, 95 Sunshine Road, West Footscray
DATE:	August 2026

ORGANISATIONAL RELATIONSHIPS

Reports to:	Manager City Amenity and Manager Parks & Gardens
Supervises:	Business Support Officer/s and assigned staff
Internal Liaisons:	Department Coordinators, team leaders and members, Infrastructure Services staff, and all Council employees.
External Liaisons:	Members of the public.

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, proactive and confidential executive support to the Manager City Amenity and Manager Parks and Gardens, including the coordination of priorities, correspondence, meetings, briefing material, reporting obligations and follow-up actions in a fast-paced operational environment.
- Lead, coordinate and support the Department's Business Support function to deliver responsive, accurate and customer-focused services to internal and external stakeholders.
- Prepare, review and coordinate confidential correspondence, reports, briefings, data extracts, presentations and records to support timely and well-informed decision-making by senior leaders.
- Triage, prioritise and respond to enquiries, requests and emerging issues at pace, ensuring matters are actioned, escalated or resolved in line with Council values, service standards and organisational priorities.

DUTIES AND RESPONSIBILITIES

- Provide high-level executive and business support to the Manager City Amenity and Manager Parks and Gardens, including calendar and meeting coordination, agenda preparation, minute taking, action tracking, document preparation, workflow coordination and timely follow-up of priority matters.
- Coordinate Business Support workload allocation, task prioritisation, service quality monitoring and support for continuous improvement.
- Provide contemporary office, administration and business support services, including research, data collation, business improvement, records management, process coordination and support for operational reporting. This includes, but is not limited to:
 - Preparing and maintaining regular reports, dashboards and records across systems.
 - Recording, monitoring and allocating daily requests in the appropriate business system, including departmental account requests, purchase orders, invoices and work orders.
 - Coordinating stationery, kitchen supplies and general office equipment for the department.
 - Coordinating and supporting pay related enquiries promptly and accurately, escalating matters where required.
 - Maintaining the Department's intranet content, noticeboards and shared information so staff have access to current organisational updates, procedures and resources.
 - Maintaining accurate system processes and workflows for the Department, applying sound records management practices and supporting recruitment administration tasks as required.
- Prepare clear, accurate and professional reports, briefings, correspondence and responses for internal and external stakeholders, ensuring work is prioritised, quality assured and delivered within required timeframes. Guidance and advice is available when needed.
- Coordinate training requirements and records for the department in conjunction with People and Performance.
- 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.
- We are a child safe organisation and are committed to child safety and supporting the best interests of children in all our operations.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Accountable for coordinating the Department's Business Support function and ensuring high-quality, timely and responsive support to managers, coordinators, team leaders, internal stakeholders and the community.
- Responsible for the effective day-to-day coordination of administrative and business

support services across City Amenity and Parks and Gardens, including maintaining professional standards, managing competing priorities and providing accurate advice within Council guidelines and delegated authority.

- Provide accurate advice and support within the role's area of expertise, escalating complex or sensitive matters appropriately.
- Maintain and improve work standards, systems and processes relevant to the role and the Department's business support function.
- Operate within agreed objectives, priorities, budgets, policies and delegations, seeking guidance where matters exceed established authority.
- Support a proactive approach to risk management by identifying, escalating and helping control risks associated with administrative and operational support activities.

JUDGEMENT AND DECISION MAKING

- Exercise sound judgement, initiative and discretion to work independently, assess competing priorities, make timely decisions and guide staff in applying relevant policies, procedures and service standards.
- Use experience, organisational knowledge and established procedures to select appropriate methods, resolve issues and meet defined objectives.
- Exercise judgement and autonomy in routine matters, applying knowledge of departmental priorities, Council policies and service standards.
- Seek guidance from supervisors or senior staff where matters are complex, sensitive, outside policy or beyond delegated authority.
- Exercise discretion, confidentiality and sound judgement when handling sensitive information and undertaking assigned duties.

SPECIALIST SKILLS AND KNOWLEDGE

- Highly developed administration, executive support, organisation, stakeholder management and workflow coordination skills.
- Ability to use technology and systems relevant to the role and follow policies, procedures, processes and precedents relevant to the team.
- Ability to manage sensitive and confidential information with discretion, accuracy and professionalism.
- Strong numeracy, reporting, data quality and analytical skills to support senior management decision-making and performance monitoring.
- Understanding of the Department's operational context, service priorities and the role of business support in enabling effective service delivery and senior management decision-making.

MANAGEMENT SKILLS

- Manage time, priorities and competing deadlines in a high-volume operational environment, while planning, coordinating and monitoring the work of direct reports to meet service outcomes and organisational priorities.
- Apply Council's people, safety, equal opportunity and workplace conduct requirements when coordinating staff and supporting day-to-day operations.
- Support, motivate, train and guide more junior staff to deliver consistent, accurate and customer-focused outcomes.
- Contribute actively to team meetings, planning discussions and continuous improvement initiatives.
- Communicate team goals, priorities and service expectations to direct reports in a clear and consistent way.

INTERPERSONAL SKILLS

- Build trust and effective working relationships with internal and external stakeholders to support responsive service delivery.
- Strong written and verbal communication skills, with the ability to tailor messages for operational, community and executive audiences, manage sensitive conversations, escalating where appropriate, and contribute to a proactive and collaborative work culture.
- Demonstrate initiative, flexibility and a collaborative approach in a changing and fast-paced

work environment.

- Research, analyse and present information clearly through verbal updates, written reports, briefings and correspondence.

QUALIFICATIONS AND EXPERIENCE

- Relevant post-secondary qualification and experience working in a high-volume administrative, executive support, operational support or management support role.
- Well-developed organisational and time management skills, with the ability to work at pace, manage competing priorities, coordinate the work of others and deliver accurate outcomes within agreed timeframes.
- Demonstrated leadership and supervisory experience in an operational service delivery administrative environment.
- Experience in the provision of high-level customer service, including high volume face-to-face, electronic, and over the phone customer service.
- Demonstrated understanding of and sensitivity to the needs of a diverse community and the ability to ensure effective and quality customer service.

Mandatory:

- Relevant post-secondary qualification or substantial experience in administration, executive support, operational support or management support.
- Well-developed organisational and time management skills, with the ability to work at pace, manage multiple tasks concurrently, prioritise urgent matters and oversee direct report workloads to meet departmental objectives.
- High level of discretion, diplomacy, political awareness and confidentiality when dealing with community members, staff and sensitive information.
- Demonstrated leadership or supervisory experience in an operational or administrative service delivery environment.
- Ability to work collaboratively as part of a multi-skilled team committed to efficient, high-quality customer service.
- Well-developed problem-solving and conflict resolution skills, including the ability to remain calm, professional and solutions-focused in difficult situations.
- Excellent verbal and written communication skills, with the ability to tailor clear and accurate information for community, operational and executive audiences.
- Intermediate to advanced skills in Microsoft Office 365 applications, including Word, Excel, Outlook and Teams, with the ability to use systems and data to support reporting, task tracking and workflow coordination.
- Current Victorian Drivers Licence.
- Current Working with Children Check.
- No relevant criminal record found in a Police Check.

Desirable:

- Experience using the Civica suite of applications, including Authority.

KEY SELECTION CRITERIA

- Relevant post-secondary qualification and experience in administration, executive support, operational support or management support.
- Well-developed organisational and time management skills, with the ability to work at pace, manage competing priorities, coordinate others and deliver accurate outcomes within agreed timeframes.
- High level of discretion, diplomacy, political awareness and confidentiality when dealing with community members, staff and sensitive information.
- Demonstrated leadership or supervisory experience in an operational or administrative service delivery environment.
- Ability to work collaboratively as part of a multi-skilled team committed to efficient, high-quality customer service.
- Well-developed problem-solving and conflict resolution skills, including the ability to remain calm, professional and solutions-focused in difficult situations.
- Excellent verbal and written communication skills, with the ability to prepare accurate,

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professional and audience-appropriate correspondence, reports, briefings and responses for community, operational and executive audiences.

- Intermediate to advanced skills in Microsoft 365 applications with demonstrated ability to use business systems and data to support reporting, task tracking and workflow coordination.
- Current Victorian Drivers Licence.
- Current Working with Children Check.
- No relevant criminal record found in a Police Check.

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: