

POSITION TITLE:	Business Support Officer	CLASSIFICATION:	BAND 4
REPORTS TO:	Manager Asset Management	CONTRACT:	Permanent
DEPARTMENT:	Asset Management		

OUR STRATEGIC CONTEXT



VISION

Our community is a safe, inclusive and creative city that celebrates and embraces its vibrancy of cultures.

COUNCIL PLAN

A thriving and unique place; an inclusive and healthy community; and a people-centred and future-ready city.

VALUES

Cooperation, Change and New Ideas, Learning, Achievement, Communication & Accountability.

HOW YOUR ROLE CONTRIBUTES

The role contributes to delivering business support functions for the Asset Management Department.

Since the Asset Management team needs to work collaboratively across the council, the person undertaking this role must have a team, department, divisional and a council wide focus in achieving outcomes.

RESPONSIBILITIES	KEY OUTCOMES
Business Support	- Assist with various administrative tasks, if and when required: e.g. lighting, legal point of discharge and NHVR data entry - Monitor and administer Infrastructure Group email service and departmental customer service requests. - Departmental procurement system support, expertise and advisory. - Creating purchase orders, invoices and invoicing and debtor follow-ups. - Prepare accurate correspondence, reports, and research to support the effective functioning of the department. - Conduct business support tasks such as minute taking, creating presentations, updating Department webpage and other general administrative duties.
Asset Protection	- Responsible for the administration of Road Opening Consents (ROC) and Departmental intranet web page. - Service authority and private developer pre-ROC application administration and NBN approvals
Asset Management related outcomes.	- Support asset management data cleansing, asset register updates and data input. - Digitise asset data into the GIS from various sources, e.g. as-constructed plan and design drawings. - Support asset management data cleansing, asset register updates and data input. - As part of a team, maintain the asset information in the asset management system and GIS data so that it is current, up to date and accurate in line with the Data Management Framework - Support in developing communications and engagement plans.
Continuous Improvement and KPI focus	- Assist the Asset Management Department with the continuous improvement program. - Prepare and monitor the Asset management department KPI's. - Undertake special business improvement projects and business planning exercise

Team focus	- Act for other Asset Management team members when appropriate. - From time to time the Department would need assistance on projects seen as a priority. Assist with these projects/activities.
------------	--

KEY WORKING RELATIONSHIPS


Direct reports:

No direct reports

Internal:

All departments that are relevant to the carry out the above responsibilities.

External:

COS rate payers, other councils, utilities and government agencies.

REQUIRED SKILLS AND COMPETENCIES

Accountability and extent of authority	- Ability to supervise and guide resources, teams or other employees effectively, ensuring adherence to defined objectives and budgets while maintaining regular communication and reporting to senior management. - Competence in providing specialist advice or regulating client interactions within established guidelines, with an understanding of the implications of decisions and the ability to navigate appeals or reviews by senior staff - Strong administrative and organisational skills with the ability to plan, prioritise and manage own workload effectively.
Judgement and decision-making	- Competence in tackling complex or technical issues that require innovative solutions, demonstrating originality and resourcefulness when faced with unfamiliar challenges. - Skill in seeking and incorporating guidance and advice from colleagues or experts, ensuring informed decision-making within the necessary timeframes.
Specialist knowledge and skills	- High level of computer literacy, including proficiency in Microsoft Office Suite, Content Manager, OneCouncil and other relevant Council data management systems. - Proven ability to produce concise, accurate, and well-organised written materials. - Skilled in planning and implementing administrative initiatives that enhance team performance and service delivery. - Knowledge of local government operations, frameworks, and compliance legislation is an advantage. - Experience in assisting with strategic and customer-focused solutions to enhance service delivery and customer experience. - Deep understanding of relevant technologies, procedures, and processes specific to the operating unit for effective supervision and management.
Management skills	- Ability to effectively manage time, set priorities, and organize tasks to meet objectives efficiently within available resources and deadlines. - Strong understanding of personnel practices, including equal employment opportunity, occupational health and safety, and employee training and development. - Proficient in planning and coordinating work activities for oneself and others to achieve specific goals and enhance overall team performance.

Interpersonal skills	• Strong verbal and written communication skills to engage clients and colleagues clearly and professionally • Skilled in addressing issues and mediating conflicts, promoting positive outcomes and mutual understanding. • Demonstrated ability to contribute to a respectful, customer-focused, and solution-oriented workplace
Qualifications and experience	• Experience in administrative, or customer service roles, preferably in a local government environment. • A degree or diploma in Business Administration is preferred, though lesser formal qualifications may be acceptable with equivalent work experience. • Must possess and maintain a current Police Check or be willing to obtain both prior to commencing employment.

Capability Framework: Level 1 Foundational

Capabilities are the essential skills and behaviors needed for effective role fulfillment, represented as observable actions

Project Management	Develop essential skills in effective planning, coordination, and control. Responsibilities include tracking tasks to ensure deadlines are met, understanding team objectives, managing time efficiently, and providing valuable feedback for continuous improvement, all contributing to the overall success of the project.
Change	Creating Path Through Change" by advocating for continuous improvement and contributing new ideas to enhance processes. You will embrace innovative approaches and utilize data to identify opportunities for enhancing work systems, ultimately benefiting both our business and community.
Communication	Effectively communicate with clarity and respect, actively listen and engage with others, adapt language and non-verbal cues as needed, prepare well-structured written materials, and contribute regularly to team discussions and community engagement.
Good governance	Utilise technologies and data to enhance efficiency while ensuring compliance with information security and organisational policies. Support process improvements and help colleagues understand relevant guidelines and procedures.
Achievement	You will deliver customer and community-focused services aligned with strategic objectives. You will seek diverse perspectives, build internal and external networks, and complete tasks on time under guidance. Contributing to resource allocation and team goals, your work will prioritize the needs of customers and the community.
Leadership Impact	You will contribute to a culture of continuous improvement by embracing feedback and supporting your colleagues. You will help ensure that everyone understands how their roles align with our goals and participate in recognising high-quality work while promoting the value of diversity within Stonnington.

WHAT WE ARE ALL RESPONSIBLE FOR



Service Promises

- » We Empathise | We are Responsive | We are Transparent | We are Consistent | We Follow Through

Code of Conduct

- » We are committed to the provision of the best possible services to the community in a fair, equitable and inclusive manner and requires all employees to adhere to the standards of conduct.

Workplace Health, Safety and Wellbeing

- » We are committed to maintaining a healthy and safe work environment for all employees, contractors, volunteers, and visitors and recognise that this is an integral part of our business. This commitment extends to ensuring activities do not place any person at risk.

Diversity, Equity and Inclusion

- » We are committed to fostering a diverse and inclusive workplace that values everyone's contributions, lived experience, and expertise. A workplace where everyone is supported to thrive and be authentic.

Safeguarding Children and Young People

- » We have a zero tolerance to child abuse. All Council officers, including employees, contractors, volunteers and Councillors have a legal and moral obligation to keep children safe and promote their best interests.

Sustainability

- » We're committed to a sustainable Stonnington, working together with our community to create a healthy future for us all.

Review date: