

POSITION TITLE:	Team Leader, City Business Support	CLASSIFICATION:	Band 6
REPORTS TO:	Manager, City Business	DIRECTORATE	Planning & Place
DEPARTMENT:	City Business	TEAM:	City Business

OUR STRATEGIC CONTEXT



PURPOSE

Our organisation is accountable, sustainable, and delivering effective services to our community.

VISION

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

VALUES

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

COUNCIL PLAN

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

HOW YOUR ROLE CONTRIBUTES

The Team Leader City Business Support serves as a crucial cornerstone in the City Business team. This role ensures the smooth and agile execution of the team's administrative responsibilities, projects and initiatives. Through administrative expertise, project management skills, people leadership and proactive problem-solving, the Team Leader City Business Support will help the team to meet its objectives while providing direct support to the Manager City Business, and contribute to the continuous improvement of services that impact both the department and the community.

RESPONSIBILITIES	KEY OUTCOMES
Deliver agile, high quality administrative and project support	<ul style="list-style-type: none"> Lead the coordination and delivery of timely, accurate administrative support for the Manager City Business and wider department, ensuring effective handling of correspondence, enquiries, and record management. Prepare, review and manage key documentation, including reports, memos, presentations and business cases, that support departmental planning, decision-making, and continuous improvement. Oversee the administration and scheduling of the Infringement Review Committee (non-parking), ensuring adherence to policy and timely resolution of appeals. Support the delivery and tracking of projects and initiatives that enhance departmental efficiency and customer satisfaction.
Conduct research and maintain data integrity	<ul style="list-style-type: none"> Undertake planning and research to identify and address emerging compliance and operational issues, contributing to informed decision-making and service planning. Ensure the accurate capture, management, and reporting of data and records in line with organisational, legislative, and regulatory requirements. Champion continuous improvement in information and data management practices to support transparency, compliance, and performance monitoring. Collaborate across business units to identify and embed best practice approaches in service delivery.
Provide exceptional customer-centric service	<ul style="list-style-type: none"> Foster a culture of customer service excellence by ensuring the delivery of responsive, respectful, and solution-oriented support to internal and external stakeholders. Partner with internal teams to optimise service processes, ensuring compliance with relevant legislation while enhancing the community experience. Maintain a strong customer focus when balancing competing priorities from builders, developers, and the broader community.

Lead and contribute to continuous improvement and collaboration

- Provide direct leadership to the administrative and customer service functions within City Business, guiding priorities and performance through clear direction and coaching.
- Actively participate in the department's leadership group, contributing to relevant policy development, strategic planning, and operational enhancements.
- Drive a culture of collaboration, innovation and responsiveness, encouraging staff development and knowledge sharing across the team.
- Mentor and support team members by sharing expert knowledge of key processes and encouraging continuous learning and professional growth.

KEY WORKING RELATIONSHIPS



Direct reports: City Business Administration Support officers

Internal: City Business Manager and department, Director Planning and Place, Executive Assistant to the Director Planning and Place, and other teams across Council as relevant.

External: Members of the community, legal counsel and professionals from other Councils and levels of Government.

REQUIRED EXPERIENCE, SKILLS AND COMPETENCIES

Accountability and extent of authority

- Demonstrated ability to deliver high-quality administrative and customer service support in a fast-paced environment.
- Strong organisational skills with the ability to plan, prioritise and meet competing deadlines.
- Proven capacity to provide timely, practical advice on processes, legislative frameworks, and internal procedures.
- Ability to troubleshoot and resolve issues independently, including the development of well-informed recommendations to support operational decision-making.

Judgement and decision making

- Demonstrated agility, flexibility and initiative in adapting to changing work environments, with a proactive approach to challenges.
- Ability to assess well-defined objectives and selecting the most appropriate methods, technologies, or processes from a range of alternatives by leveraging extensive professional knowledge and experience, evaluating different options based on feasibility, efficiency, and effectiveness to make informed decisions that align with organizational goals.
- Ability to make impactful decisions that significantly influence organisational outcomes by aligning actions with strategic objectives and applying advanced problem-solving skills while ensuring accountability for decisions made to maintain transparency and effectiveness

Specialised knowledge and skills

- Proficient in undertaking research and data analysis to identify trends, solve problems, and inform planning and service delivery.
- Advanced computer literacy, including proficiency in Microsoft Office Suite, Content Manager, GIS, and other relevant data management systems.
- Proven ability to produce concise, accurate, and well-organised written materials.
- Skilled in planning and implementing initiatives that enhance team performance and service delivery.
- Knowledge of local government operations, frameworks, and compliance legislation, with a commitment to continuous improvement.

	<ul style="list-style-type: none"> Experience in developing strategic and customer-focused solutions to enhance service delivery and customer experience. The ability to oversee an administration team ensuring the unit is agile and efficient and meets the needs of the wider Department's priorities. In-depth understanding of relevant technologies, procedures, and processes specific to the operating unit for effective supervision and management by identifying best practices, optimising workflows, and ensuring compliance with industry standards.
Management Skills	<ul style="list-style-type: none"> Skills in managing time, setting priorities, and planning and organising work efficiently. Understanding of personnel practices such as equal employment opportunity, occupational health and safety, and employee development with the ability to implement these practices effectively. Ability to manage resources and achieve objectives within set timelines and available resources.
Interpersonal skills	<ul style="list-style-type: none"> Skilled in building cooperation and gaining support from team members, the public, and other employees to efficiently manage activities and supervise team members. Excellent written and verbal communication skills, with the ability to convey complex information clearly and confidently. A growth mindset, with a demonstrated commitment to ongoing professional development and contributing positively to team culture. Demonstrated ability to foster a respectful, customer-focused, and solution-oriented workplace.
Qualifications and Experience	<ul style="list-style-type: none"> Significant experience in administrative, planning, or customer service roles, preferably in a local government or compliance environment. Tertiary qualifications in business administration, or a related field are highly desirable. Experience in service improvement, governance processes, and providing accurate advice in a regulatory environment. Must possess and maintain a current Working with Children Check and a valid, recent Police Check or be willing to obtain both prior to commencing employment.

WHAT WE ARE ALL RESPONSIBLE FOR



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.
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.
Service Promises:	We Empathise We are Responsive We are Transparent We are Consistent We Follow Through
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.

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