

Position Description

Position Title	Business Support Officer
Directorate	Community Strengthening
Department/Business Unit	Community Wellbeing
Team	Youth and Family Services
Classification	Band 4
Date	January 2024

Reports to:	Coordinator Youth and Family Services
Supervises:	Nil
Internal Liaison:	Community Wellbeing Department Other Council departments
External Liaison:	Young people Families Schools Community agencies

Position Objectives

Your primary purpose in this position is to:

- Provide administrative support to the Unit Coordinator / Team Leader and Executive Support Officer as required to ensure an efficient and effective day to day operation of the Department, as well as quality customer service to both internal and external stakeholders.
- Ensure business information and tasks are coordinated, up-to-date, readily accessible and completed on time, with all written communications clearly and concisely presented on time, addressing the issue(s) at hand whilst maintaining consultation at all times.

Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position

- Certificate IV in Office/Business Administration or knowledge, skills, and experience in office administration, including customer service skills gained through on-the-job training commensurate with the requirements of the role. Relevant knowledge, skills and experience should include:
 - Demonstrated experience working within a community focused, administration role in a culturally diverse workplace.
 - Excellent customer service skills as well as knowledge and ability to use Microsoft Office suite of products, especially Word, Excel, Power Point and Outlook. High proficiency in learning new computer databases and packages.
 - Well-developed interpersonal and written communication skills and the capacity to work with others including discretion / confidentiality preparation of routine correspondence and reports.
 - Ability to manage time and organise own work to complete tasks within the predetermined order of priority and established timelines.

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

- ☒ satisfactory (and ongoing) Working with Children's Check
- ☒ satisfactory (and ongoing) Police Check
- ☒ current valid (and ongoing) Victorian Driver's Licence

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Business Support to the Unit	<ul style="list-style-type: none"> • Assist with the general administrative duties relating to the preplanning and delivery of functions, services, and events noting that service delivery support may include a requirement to work additional hours or attending out of hours events from time to time. • Assist with the provision of document preparation, responding to general correspondence, collating reports and submissions and preparing agendas and minutes. • In association with relevant Unit Coordinator, Team Leaders, or officers, assist with arranging community consultation forums, meetings, and events. • In conjunction with the team support the scheduling of social media posts. • Source quotations and prepare purchase orders for office stationery and other goods and/or services as required. • Undertake administrative duties as required by the Unit Coordinator or Team Leader, ensuring: <ul style="list-style-type: none"> • That all Unit databases are up to date and accurate. • Customer enquiries are resolved in a proactive way. • All hard copy and electronic filing systems are accurately and efficiently completed. • Create and manage a resource library (both electronic and hardcopy) for the Unit.
Customer Service	<ul style="list-style-type: none"> • Deliver a high-quality customer service by promptly and courteously answering phones and recording and allocating staff messages. • Initiate required actions on customer enquiries and requests and provide quality customer service to both internal and external customers. • Assist in the development and delivery of marketing material for the Department/Unit's services and facilities.
Administrative support to the Unit	<ul style="list-style-type: none"> • Provide support and knowledge to Department business units in documentation, use of corporate systems and technologies, Business Planning / Department initiatives and/or other matters, assisting other staff where required. • Work with the Manager, Coordinator or Team Leaders as required on administrative tasks such as completion of reports, communicating with other Departments on behalf of the Coordinator or Team Leaders as required, including support and implement scheduling for all social media posts.
Business support to the Directorate	<ul style="list-style-type: none"> • Where required support the Community Wellbeing department including RDO's and other circumstances. • Assist with unit telephone and other enquiries as needed. • As required participate in department and organisational business support tasks. • Participate in continuous improvement activities within the service. • Contribute to improving process quality and service turn-around times.

Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	<ul style="list-style-type: none"> Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Child Safety	<ul style="list-style-type: none"> Understand obligations and act in an appropriate manner with and around children Promote positive work practices with children Establish boundaries around acceptable and unacceptable behaviour in relation to children Adhere to reporting obligations where there is suspected or discovered child abuse
Climate Change & Sustainability	<ul style="list-style-type: none"> Help support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
Compliance	<ul style="list-style-type: none"> Remain mindful of the requirements of the Victorian Charter of Human Rights at all times Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information. Perform other duties as directed within the limits of acquired skills, knowledge, and training. At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees. At all times, comply with Council's Code of Conduct - Staff.
Diversity, inclusion and equity	<ul style="list-style-type: none"> Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: <ul style="list-style-type: none"> zero tolerance of racism and expectations that staff will act on incidents of racism supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.
Gender Equality	<ul style="list-style-type: none"> Support Council's response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.

Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

Vision and Hearing Requirements

- This position requires a vision test
- This position requires a hearing test

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%

Working independently – ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Team based work – works in a team of people and not exposed to isolation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communicating with others – Verbally	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communicating with others - Written	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Concentrating – high levels of concentration required while completing required tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Planning and sequencing tasks and activities	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Decision making – required to exercise sound decision making while completing all aspects of the position	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Problem solving – requirement to develop sound solutions to novel or unusual problems arising during the course of the day	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reasoning – required to exercise sound reasoning while completing all aspects of the position within defined scope	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Judgement – required to exercise sound judgement while completing all aspects of the position within defined scope	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Short and long-term memory recall – ready access to documented procedures or precedents to perform requirements of the position	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emotional resilience – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Physical Requirements

- This position does not require more than 10-15% manual handling/physical exertion
- A task analysis exists because this position requires more than 10-15% manual handling/physical exertion

Physical Requirements	Task detail	Frequency (% of the working day)		
		Occasional	Frequent	Constant

		Rare / Never	0 – 33%	34 – 66%	>66%
Mobility/Postures					
Sitting – <i>stay in a seated position</i>	Sitting at desk	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Standing – <i>standing in an upright position, moving less than 3 steps</i>	Using photocopier	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking – <i>In an upright position, moving more than 3 steps</i>	Moving around office and to and from meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Crawling – <i>Move on the hands & knees or by dragging the body close to the ground</i>	N/A	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-manual handling					
Crouch/squat – <i>To lower the body by bending forward from legs and spine, buttocks on or near the heels</i>	Placing resources in cupboard	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling – <i>To lower the body</i>	Placing resources in cupboard	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending – <i>To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds</i>	Placing resources in cupboard	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching – <i>Extending arms out in any direction</i>	Placing resources in cupboard	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting/trunk rotation – <i>Rotating the body to one side or the other without moving the feet</i>	Placing resources in cupboard	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine manipulation/pinch grip – <i>Fingers are on one side of the object and thumb on the other, typically without the object touching the palm</i>	Writing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Power/open hand grip – <i>Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended</i>	Holding boxes, opening boxes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing/typing		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climb ladders		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb or descend stairs	Moving through buildings and to/from meetings	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low level work – <i>Performing manual handling actions at or near ground level</i>	N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manual Handling					
Lift/Carry/Hold – <i>Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders</i>	Placing resources in cupboard	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling – <i>Applying force to move something away or closer to one's self, including static positions</i>	Placing resources in cupboard	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kilograms of force (kg.f) – <i>Amount of force or effort required to perform a specific task or part of a task</i>	Placing resources in cupboard	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weight requirements – lift, carry, push, pull or hold					
1-5kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.1 – 15kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.1 – 20kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Lift overhead		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling	Carrying equipment and resources	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Band descriptors *(as defined in Council's Enterprise Agreement)*

These descriptors help to classify the position:

Accountability and Extent of Authority

The position is directly held responsible for:

- This position is accountable to the Unit Coordinator / Team Leader for provision of business and project support services, undertaken within the Department with sufficient freedom to plan work at least a week in advance.
- The freedom to act is limited by standards and procedures encompassed by the nature of the work assigned to the position from time to time.
- The work generally falls within specific guidelines, but with scope to exercise discretion in the application of established standards and procedures when accomplishing the duties of the role.
- Ensure that all work is carried out to a high standard and within the requisite timelines to assist in the effectiveness of the Unit. This includes:
 - Relaying messages to officers in a courteous, accurate and timely manner.
 - Preparing purchase orders for supplies of stationery, printed items and other materials as required.
- The effect of decisions and actions are usually limited to a localised work group or function, individual jobs, or clients, or to internal procedures and processes.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

Independently

- The objectives of the work are well defined, and the position is able to make decisions necessary to perform the work within the scope of the position description subject to the guidance and advice of the Unit Coordinator.

With Input from Coordinator Youth and Family Services

- With input from the Unit Coordinator implement systems and processes as required to ensure organisational efficiency.

Recommends and Identifies to Coordinator Youth and Family Services

- Improvements to procedures and systems that would enhance the delivery of position output requirements and/or support the continuous improvement model embraced by CGD.

Guidance

- Guidance from the Youth and Family Services Unit Coordinator or Team Leaders within the Department and Executive Support Officer, Director Community Services is always available within the time available to make a choice.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Excellent knowledge and demonstrated ability to use of MS Word, Excel, PowerPoint, and other MS Office software.
- The ability to acquire and update knowledge and understanding of corporate electronic systems (specifically in the areas of Finance and Records Management).
- Demonstrated:
 - skills in maintaining data bases and record management.

- knowledge and ability to:
 - issue invoices and receipts
 - undertake clerical/administration duties.
- Ability to:
 - Assist in the streamlining of the Units administrative processes and procedures.
 - Research and undertake investigatory tasks to assist with general customer inquiries.
 - Problem solve on administrative processes and system procedures.


Management & Interpersonal skills

The essential position requirements include:

- Ability to manage time and organise own work to complete tasks within the predetermined order of priority and established timelines, including managing a variety of concurrent tasks with minimal supervision but within established policies and practices.
- Gaining cooperation and assistance from clients, members of the public and other employees in the administration of well-defined activities.
- Well-developed interpersonal and verbal communication skills to
 - Ensure adequate, prompt, and courteous customer service at all times.
 - Deal with a wide range of customers issues, including responding to difficult clients
- Well-developed skills in written communication to enable the preparation and development of routine correspondence and reports including routine external correspondence which will require approval by the Coordinator prior to dissemination.
- Ability to work as an effective team member, including discussing and contributing to the resolution of problems and implementation of improved work practices.

Verification & Approvals

We certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
Prepared by	Katharina Verscharen		January 2024
Manager	Marcus Forster		January 2024
Director	Peta Gillies		January 2024
Occupant			

Appendix

Core Capability Framework – Team Member

Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Demonstrates respect for the wide range of views and perspectives that are expressed in their teams
- Contributes effectively to team meetings
- Demonstrates commitment to team decisions
- Demonstrates respect for other team members

Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Is able to explain the relationship between own work activities and the goals and objectives of the team
- Prioritises work based on the needs of the team
- Shares relevant information as and when appropriate
- Consistently does her/his share of the work

People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Is active in identifying opportunities for ongoing growth and development
- Seeks feedback with a view to personal and professional development
- Looks for opportunities to grow skills and knowledge
- Is proactive in managing own career development

Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Incorporates key issues impacting the broader environment into the way they undertake their work
- Responds flexibly to change
- Shows resilience in times of change
- Seeks support during times of uncertainty

Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Demonstrates a willingness to take informed risks in solving client issues
- Ensures tasks are consistently completed to the required standard
- Responds promptly and appropriately to requests for service
- Consistently follows established practices and procedures

Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Is friendly and responsive to clients/customers
- Strives to deliver quality client/customer outcomes
- Deals with client/customer issues with concern and a sense of importance

Self-management

- Accepts personal responsibility for outcomes within their control

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others

- Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience
- Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement
- Models Greater Dandenong's ethical and organisational standards
- Acts decisively during times of ambiguity and pressure

Safety, health and wellbeing

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered

- Actively participates in discussions and activities aimed at improving safety, health and wellbeing
- Takes responsibility for the personal safety, health and wellbeing of self and immediate others
- Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

Council's REACH Values

Respectful

We respect and care about our community, each other and ourselves.

We act with integrity at all times and in all matters.

We take time to listen to and seek to understand the other point of view.

We strive to understand and respect the diversity of our community and our workplace.

We understand our role in the community and respect the responsibility that comes with

Creative

We care about getting the best outcomes.

We constantly ask: What's the future and what's possible?

We have the courage to try new ideas.

We strive for excellence in everything we do.

Engaged

We listen to our community and respond.

We work together with our community and each other, to achieve the best outcome.

We have the confidence to challenge the status quo, to reach for better outcomes.

We are action-oriented in identifying and responding to new challenges.

Honest

We tell the truth, even when we know people may not want to hear it.

We form our opinions and give advice from sound, evidence based research.

We act with humility and apply the highest standards of ethical behaviour to everything we do.

Accountable

We are proud of our city, our community and our achievements.

We spend our time and effort on solutions rather than looking for someone to blame.

We take responsibility for our actions.

