

## Position Description

| <b>Position Title</b>           | <b>Business Support Officer – Children’s Services</b> |
|---------------------------------|---|
| <b>Directorate</b>              | Community Strengthening                               |
| <b>Department/Business Unit</b> | Community Wellbeing/Children’s Services               |
| <b>Team</b>                     | Children’s Services                                   |
| <b>Classification</b>           | Band 4  |
| <b>Date</b>                     | January 2024  |

|                          |   |
|--------------------------|---|
| <b>Reports to:</b>       | Coordinator Children’s Services   |
| <b>Supervises:</b>       | Nil   |
| <b>Internal Liaison:</b> | All Council departments   |
| <b>External Liaison:</b> | Children and families, Early years’ service Providers, Schools, Community agencies, Government bodies |

### Position Objectives

Your primary purpose in this position is to:

- Provide administrative support to the Coordinator / Team Leader, as required ensuring an efficient and effective day to day operation of the Department as well as quality customer service to both internal and external stakeholders. This includes:
  - Ensuring business information and tasks are coordinated, up-to-date, readily accessible and completed on time; and
  - All written communications are clearly and concisely presented, on time, address the issue at hand and consultation is always maintained.

### Key Selection Criteria

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

- Certificate III in Office/Business Administration or experience in office administration including demonstrated office administration and customer service skills. Skills, knowledge, and experience should include:
  - Demonstrated experience working within a community focused, administrative role, including the ability to work within a culturally diverse workplace
  - Ability to manage time and organise own work within predetermined priorities to complete tasks within deadlines.
  - Excellent customer services skills combined with sound interpersonal skills and the capacity to work with others including discretion and confidentiality.
  - Excellent knowledge and ability to use Microsoft Office products, especially Word, Excel, Power Point and Outlook. High proficiency in learning new computer databases and packages.
  - Well-developed skills in written communication to enable the preparation of routine correspondence and reports.

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:

|  |   |
|--|---|
| <u>Business Support to the Unit</u>        | <ul style="list-style-type: none"> <li>• 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 hour's events from time to time.</li> <li>• Assist with the provision of document preparation, responding to general correspondence, collating reports and submissions and preparing agendas and minutes.</li> <li>• In association with relevant Coordinator, Team Leaders or officers assist with arranging community consultation forums, meetings, and events.</li> <li>• Source quotations and prepare purchase orders for office stationery and other goods and/or services as required.</li> <li>• Undertake administrative duties as required by the Coordinator or Team Leader.</li> <li>• Ensure that all Unit databases are up to date and accurate and that customer enquiries are resolved in a proactive way.</li> <li>• Ensure all hard copy and electronic filing systems are accurately and efficiently completed.</li> <li>• Create and manage a resource library (both electronic and hardcopy) for the Unit.</li> </ul> |
| <u>Customer Service</u>                    | <ul style="list-style-type: none"> <li>• Initiate required actions on customer inquiries and requests and provide quality customer service to both internal and external customers.</li> <li>• Assist in the development and delivery of marketing material for the Department/Unit's services and facilities.</li> <li>• Deliver a high-quality customer service by promptly and courteously answering phones and recording and allocating staff messages.</li> </ul>  |
| <u>Administrative support to the Unit</u>  | <ul style="list-style-type: none"> <li>• Provide support to Department business units in documentation and or other matters.</li> <li>• Participate in Business Planning and other Department initiatives.</li> <li>• Work with the Manager, Coordinator or Team Leaders as required on administrative tasks such as completion of reports.</li> <li>• Liaise with other Departments on behalf of the Coordinator or Team Leaders, as required.</li> <li>• Support and provide knowledge in the use of corporate systems and technologies, assisting other staff where required.</li> <li>• Maintain appropriate filing systems for the Unit in relation to actions or projects.</li> <li>• Attend to correspondence flow, including sorting, copying and allocation of inward and outward correspondence and information gathering</li> <li>• Continuously look to improve and maintain tracking mechanisms to ensure requests/correspondence are managed in an effective manner</li> </ul>  |
| <u>Business support to the Directorate</u> | <ul style="list-style-type: none"> <li>• Where required support the Community Wellbeing department including RDO's and other circumstances.</li> <li>• Assist with unit telephone and other enquiries as needed.</li> <li>• As required participate in department and organisational business support tasks as required.</li> <li>• Participate in continuous improvement activities within the service.</li> <li>• Contribute to improving process quality and service turn-around times</li> </ul>  |

## 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:

|  |   |
|--|---|
| <b>Emergency Management</b>                | <ul style="list-style-type: none"><li>• Help Council fulfil its emergency management obligations by assisting in emergency management activities as required</li></ul>  |
| <b>Child Safety</b>                        | <ul style="list-style-type: none"><li>• Understand obligations and act in an appropriate manner with and around children</li><li>• Promote positive work practices with children</li><li>• Establish boundaries around acceptable and unacceptable behaviour in relation to children</li><li>• Adhere to reporting obligations where there is suspected or discovered child abuse</li></ul>   |
| <b>Climate Change &amp; Sustainability</b> | <ul style="list-style-type: none"><li>• 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.</li></ul>   |
| <b>Compliance</b>                          | <ul style="list-style-type: none"><li>• Remain mindful of the requirements of the Victorian Charter of Human Rights at all times</li><li>• Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.</li><li>• Perform other duties as directed within the limits of acquired skills, knowledge, and training.</li><li>• At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees.</li><li>• At all times, comply with Council's Code of Conduct - Staff.</li></ul> |
| <b>Diversity, inclusion and equity</b>     | <ul style="list-style-type: none"><li>• Demonstrate an understanding of and the ability to work with, diversity in the workplace, including:<ul style="list-style-type: none"><li>○ zero tolerance of racism and expectations that staff will act on incidents of racism</li><li>○ supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.</li></ul></li></ul>  |
| <b>Gender Equality</b>                     | <ul style="list-style-type: none"><li>• 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.</li></ul>   |

## 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%                       |
| <b>Working independently</b> – 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 type="checkbox"/>            | <input checked="" type="checkbox"/> |
| <b>Team based work</b> – works in a team of people and not exposed to isolation   |                              | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| <b>Communicating with others</b> – Verbally   |                              | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| <b>Communicating with others</b> - Written  |                              | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| <b>Focused Attention to task</b> – high levels of attention required to minimise errors and ensure accuracy   |                              | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| <b>Concentrating</b> – high levels of concentration required while completing required tasks  |                              | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| <b>Planning and sequencing tasks and activities</b>   |                              | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| <b>Decision making</b> – required to exercise sound decision making while completing all aspects of the position  |                              | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| <b>Problem solving</b> – requirement to develop sound solutions to novel or unusual problems arising during the course of the day   |                              | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| <b>Reasoning</b> – required to exercise sound reasoning while completing all aspects of the position within defined scope   |                              | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| <b>Judgement</b> – required to exercise sound judgement while completing all aspects of the position within defined scope   |                              | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| <b>Short and long-term memory recall</b> – ready access to documented procedures or precedents to perform requirements of the position  |                              | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| <b>Emotional resilience</b> – 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 type="checkbox"/>            | <input checked="" type="checkbox"/> |
| <b>Interruptions</b> – 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) |                          |                          |                          |
|--|-------------|----------------------------------|--------------------------|--------------------------|--------------------------|
|  |             | Rare / Never                     | Occasional 0 – 33%       | Frequent 34 – 66%        | Constant >66%            |
| <b>Mobility/Postures</b>   |             |                                  |                          |                          |                          |
| <b>Sitting</b> – stay in a seated position   |             | <input type="checkbox"/>         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Standing</b> – standing in an upright position, moving less than 3 steps  |             | <input type="checkbox"/>         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Walking</b> – In an upright position, moving more than 3 steps  |             | <input type="checkbox"/>         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Crawling</b> – Move on the hands & knees or by dragging the body close to the ground  |             | <input type="checkbox"/>         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Non-manual handling</b>   |             |                                  |                          |                          |                          |
| <b>Crouch/squat</b> – To lower the body by bending forward from legs and spine, buttocks on or near the heels  |             | <input type="checkbox"/>         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Kneeling</b> – To lower the body  |             | <input type="checkbox"/>         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Bending</b> – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds                    |             | <input type="checkbox"/>         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Reaching</b> – Extending arms out in any direction  |             | <input type="checkbox"/>         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Twisting/trunk rotation</b> – Rotating the body to one side or the other without moving the feet  |             | <input type="checkbox"/>         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Fine manipulation/pinch grip</b> – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm             |             | <input type="checkbox"/>         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Power/open hand grip</b> – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended           |             | <input type="checkbox"/>         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Writing/typing</b>  |             | <input type="checkbox"/>         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Climb ladders</b>   |             | <input type="checkbox"/>         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Climb or descend stairs</b>   |             | <input type="checkbox"/>         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Low level work</b> – Performing manual handling actions at or near ground level   |             | <input type="checkbox"/>         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Manual Handling</b>   |             |                                  |                          |                          |                          |
| <b>Lift/Carry/Hold</b> – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders |             | <input type="checkbox"/>         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Pushing/Pulling</b> – Applying force to move something away or closer to one's self, including static positions   |             | <input type="checkbox"/>         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Kilograms of force (kg.f)</b> – Amount of force or effort required to perform a specific task or part of a task   |             | <input type="checkbox"/>         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Weight requirements – lift, carry, push, pull or hold</b>   |             |                                  |                          |                          |                          |
| 1-5kg  |             | <input type="checkbox"/>         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5.1 – 10kg   |             | <input type="checkbox"/>         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10.1 – 15kg  |             | <input type="checkbox"/>         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 15.1 – 20kg  |             | <input type="checkbox"/>         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Lift floor to hip  |             | <input type="checkbox"/>         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Lift waist to shoulder   |             | <input type="checkbox"/>         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Lift overhead  |             | <input type="checkbox"/>         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Pushing/pulling  |             | <input type="checkbox"/>         | <input 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 Coordinator / Team Leader for provision of business and project administration support services, undertaken within the Department, including:
  - providing information to clients and/or information and support to more senior employees; as well as
  - supervising resources including sourcing quotations and preparing purchase orders for office stationery and other goods and/or services as required.
- 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, generally falling within specific guidelines, however scope to exercise discretion can be used in the application of established standards and procedures.
- Assist in the effectiveness of the Unit in accomplishing its role and duties, including the development of routine correspondence and reports as well as routine external correspondence which will require approval by the coordinator prior to dissemination.
- Ensure that all work is carried out to a high standard and within the requisite deadlines, including relaying messages to officers in a courteous, accurate and timely manner
- Excellent customer service including that all customers receive adequate, prompt, and courteous attention.

## **Judgement and Decision-Making Skills**

Judgement and decision making is within the following scope:

### Independently

- Objectives of the work are well defined, so the position can make decisions necessary to perform the work within the scope of the position description subject to the guidance and advice of the Coordinator.

### With Input

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

### Recommends and Identifies

- 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 and advice are always available from the Coordinator, Team Leaders within the Department the Directorate Executive Support Officer, the Manager, or the Director within the time available to make a choice.

## **Specialist Knowledge and Skills**

The position requires the following essential skills and knowledge:

- An understanding of the relevant technology, procedures and processes used within their operating unit, including the ability to research and undertake investigatory tasks to assist with general customer inquiries.
- Proficiency in the application of standardised procedures practices, Acts and Regulations and an understanding of relevant precedents, and previous decisions relevant to this role.
- Excellent knowledge and demonstrated ability to use of MS Word, Excel, Power Point, and other MS Office software. to undertake clerical/administration duties including issuing invoices and receipts.
- Demonstrated skills in maintaining data bases and record management, combined with the ability to acquire knowledge, and understanding of corporate electronic systems (specifically in the areas of Finance and Records Management.
- Ability to problem solve on administrative processes and system procedures including assisting with the streamlining of the Units administrative processes and procedures.
- An understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents and an understanding of the goals of the unit in which they work and where appropriate, an appreciation of the goals of the wider organisation.

## Management & Interpersonal skills

The essential position requirements include:

- Managing time and planning and organising one's own work:
  - across a variety of concurrent tasks with minimal supervision but within established policies and practices to complete tasks within set and established priorities and deadlines; as well as
  - working harmoniously and effectively in a team environment and to embrace and assist in the implementation of improved work practices
- Gaining cooperation and assistance from clients, members of the public and other employees in the administration of well-defined activities through:
  - Excellent telephone, interpersonal and customer service skills with a genuine enjoyment in assisting people to:
    - communicate effectively with a wide range of customers and staff including responding to difficult clients; as well as
    - discuss and contribute to the resolution of problems – internally and externally
- Well-developed skills in written communication to assist in the preparation of routine correspondence and reports

## Verification & Approvals

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

|                    | Name            | Signature | Date       |
|--------------------|-----------------|-----------|------------|
| <b>Prepared by</b> | Jacqueline Gray |           | 03/01/2024 |
| <b>Manager</b>     | Marcus Forster  |           | 19/01/2024 |
| <b>Director</b>    | Peta Gillies    |           | 22/01/2024 |
| <b>Occupant</b>    |                 |           |            |

# 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

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

- Accepts personal responsibility for outcomes within their control
- 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



### **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

- Acts decisively during times of ambiguity and pressure
- 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.

