

## Position Description

<b>Position title:</b>	<b>Business Support Officer</b>
<b>Directorate:</b>	Governance
<b>Service Unit:</b>	Regulatory Planning and Assessment
<b>Reports to:</b>	Business Operations Coordinator
<b>Direct reports:</b>	Nil
<b>Salary point:</b>	8
<b>Work location:</b>	City Administration Centre, 12 Stewart Avenue, Newcastle West
<b>Date revised:</b>	March 2021

### What's it like working at the City of Newcastle?

We are focused on making a real difference in our community and achieving our vision of **creating a smart, liveable and sustainable global city**. We are proud to deliver services valued by our community. People come first at the City of Newcastle, which means providing employees with meaningful work and capacity for work life balance. As a large local organisation, the City of Newcastle offers opportunity to develop in your current role, grow into future opportunities and reach your full potential.

Our organisation's values are **Cooperation, Respect, Excellence and Wellbeing** which are underpinned by our behaviours of courage, trust and pride. Together, our values and behaviours support our decision making, our day to day interactions and everything we do.

### What's it like working in Regulatory, Planning and Assessment (RPA)?

The RPA Service Unit is responsible for leading strategic land use planning, development assessment, regulatory and compliance functions and processes to facilitate, enable and regulate development and related activities across the Newcastle Local Government Area.

The RPA Service Unit ensures compliance with legislative requirements, provides advice and undertakes assessment to inform evidence-based decision making throughout and across City of Newcastle (CN). The Service Unit has significant direct community and stakeholder engagement through its land use planning, development assessment and regulatory functions.

### What's the focus of this position?

The Business Support Group (BSG) administer in excess of 110 administrative tasks of varying complexity and task duration.

The Business Support Officer is pivotal to enhancing customer experience and creating organisational value through building effective stakeholder relationships while maintaining efficient business operations. This role supports the Senior Business Support Officer and Business Operations Coordinator and will provide a high-quality administrative service to support the RPA service unit.

**What you'll be doing:**

- Provide a timely, efficient and accurate high-level quality administrative, secretarial and corporate systems support across the vast and diverse range of administrative tasks to support the Urban Planning, Regulatory and Development Assessment functions of the Service Unit.
- Maintain an understanding of City of Newcastle's (CN's) policies and procedures and maintaining records in line with CN's requirements.
- Build and maintain credible stakeholder relationships across with internal and external customers to ensure a positive customer experience.
- Maintain a high level of computerised skills and provide key user support to the RPA Service Unit team in the use of corporate IT applications, i.e. Tech One, Microsoft suite of software programs, ECM, One Map, and Bluebeam, as well as NSW Planning Portal
- Manage a stream of competing tasks and priorities in order to meet agreed service deadlines.
- Prepare and collate correspondence and reports for RPA to a high standard and undertake an initial review of correspondence to ensure formatting accuracy.
- Schedule and coordinate meetings, prepare agendas, and briefing notes and provide accurate and concise minutes of meetings.
- Exercise a high level of confidentiality at all times.
- Coordinate and maintain RPA's relevant pages on CN's intranet and internet with input from subject matter experts.
- Actively participate in organisational change strategies, service delivery and policy reform and engage with, and contribute, to the implementation of service improvement initiatives.
- You will be required to carry out other duties that are within the limits of your skills, competence, training and/or experience as directed by your Manager.

**The essentials you'll need:**

- Tertiary qualifications in business administration or management and/or an equivalent level of professional competence and experience office management, business administration or relevant industry experience.
- Demonstrated experience in the provision of high level administrative and office skills supporting a team in a dynamic and diverse work environment, including the ability to prepare agendas and take minutes when required.
- Demonstrated experience and commitment to providing high levels of customer service, performance improvement and relationship management with both internal and external stakeholders.
- Highly developed computer literacy including Microsoft Office computing skills and the use of electronic document management systems.
- Ability to prioritise and manage multiple tasks to meet conflicting priorities and deadlines.
- Well-developed analytical and problem-solving skills with the ability to exercise initiative and judgement to contribute to team effectiveness and development.
- Exceptional communication (written and oral) and interpersonal skills, including demonstrated competence in responding and managing correspondence to a diverse range of stakeholders.
- Willingness to participate in organisational change strategies, service delivery and policy reform.

- Demonstrated ability to work unsupervised when required and cooperatively in a team within a multi-disciplined environment.

**Other valuable skills you may have:**

- Understanding of the local government context and an awareness of services provided by CN to the community.
- Good understanding of planning, development and construction processes and compliance functions, including a working knowledge of relevant NSW legislative and policy requirements for Local Government.

**We'll encourage you along the way**

We will partner with you to support your performance and ongoing development to ensure you are fully prepared for future challenges as this position and our organisation adapts and evolves.

*I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the PD with my Manager.*

<b>Employee Name:</b>	
<b>Employee Signature:</b>	
<b>Date:</b>	