

Position Description (Employee)

Business Support Officer

Division	City Planning, Development and Transport
Business Unit	City Planning, Development and Transport
Grade/Band	Band 4
Date position description approved	24 February 2023

Council overview

At the City of Sydney our people are our most important asset and central to achieving our exciting and ambitious [Sustainable Sydney 2030-2050 continuing the vision](#) – developing a green, global and connected city. The City of Sydney works to build socially sustainable communities that support a more inclusive Sydney – a city that is also more connected, liveable and engaged.

From our high-quality facilities to local services and initiatives, we are dedicated to delivering the best city environment for business, work, living and recreation.

Council values

Our people are custodians of public trust and confidence. In recognising this, we are committed to building a high performing culture built on the values of collaboration, courage, integrity, innovation, quality, and respect. These six, core values guide everything we do at the City.

Primary purpose of the position

To provide the Director of City Planning, Development and Transport, Executive Assistant and Executive Manager Planning and Development with high quality, accurate, timely and professional executive support to ensure effective communication, administration and coordination with the City Executive, Councillors, Unit Managers and staff in the various divisions and with external stakeholders.

Key accountabilities

- Meeting coordination including co-hosting, accurate record keeping and preparation of occasional PowerPoint presentations.
- Prioritising and monitoring correspondence and documentation, identifying

- matters which require immediate attention.
- Providing support within the division as required.

Key challenges

- Provision of high level, efficient and effective executive support in a reasonably high-pressure environment; prioritising and achieving strict deadlines with minimum supervision.
- Understanding the complexity and ambiguity; and adapting to the changing needs, operating norms and expectations of each business section whilst delivering a consistent level of service to internal and external customers.

Key relationships

Who	Why
Internal	
Executives and Managers	Seeking advice, information and assistance, co-ordinating resources. Delivering services.
Project Teams	Support during times of need to deliver services to provide a seamless customer experience.
External	
Stakeholders	Provide advice and guidance, promote services; resolve routine issues and deliver services.

Key dimensions

Decision making

Responsible for making appropriate decisions in relation to the scope of work or project, resolving basic issues and providing information on relevant issue to the appropriate Executive, Manager or Project team.

Reports to

Director City Planning, Development and Transport and Executive Manager Planning and Development.

Essential Knowledge, Skills & Experience

- Extensive experience and demonstrated ability in high-level executive support roles with a customer service approach.
- Demonstrated proactive approach and ability to implement continuous improvements in work practices and the development and implementation of new procedures.
- Higher School Certificate or equivalent, with tertiary qualifications desirable.

Capabilities for the position

The City's capability framework outlines the capabilities everyone needs to work well in their role. They are expressed as behaviours that show expected knowledge, skills, and our values. There are capabilities for **employees** and managers which provide clarity, common language, and consistency.

Capability Group	Capability Name	Level
Personal attributes	Act with Integrity and Courage	Intermediate
	Demonstrate Accountability	Intermediate
	Manage Self	Intermediate
	Display Resilience and Adaptability	Intermediate
Relationships	Work Collaboratively	Intermediate
	Communicate and Engage Respectfully	Intermediate
	Community and Customer Focus	Intermediate
	Influence and Negotiate	Intermediate
Results	Deliver Quality Results	Intermediate
	Create and Innovate	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
Resources	Finance	Intermediate
	Technology and Information	Intermediate
	Assets and Tools	Intermediate
	Procurement and Contracts	Intermediate

**This profile is subject to an organisation-wide review of capability profiles. The final profile may vary slightly.*

Focus capabilities

The capabilities in bold are the focus capabilities for this position. The focus capabilities are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at a satisfactory level for a candidate to be suitable for appointment.

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> Understands what needs to be done and steps up to do it Pursues own and team goals with drive and commitment Shows awareness of own strengths and weaknesses Asks for feedback from colleagues and stakeholders Makes the most of opportunities to learn and apply new skills
Personal Attributes Display Resilience and Adaptability	Intermediate	<ul style="list-style-type: none"> Adapts quickly to changed priorities and organisational settings Welcomes new ideas and ways of working Stays calm and focused in difficult situations Perseveres through challenges Offers own opinion and raises challenging issues

Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none"> • Encourages an inclusive, supportive and co-operative team environment • Shares information and learning within and across teams • Works well with other teams on shared problems and initiatives • Looks out for the wellbeing of team members and other colleagues • Encourages input from people with different experiences, perspectives and beliefs • Shows sensitivity to others' workloads and challenges when asking for input and contributions
Relationships Community and Customer Focus	Intermediate	<ul style="list-style-type: none"> • Identifies and responds quickly to customer needs • Demonstrates a thorough knowledge of services provided • Puts the customer and community at the heart of work activities • Takes responsibility for resolving customer issues and needs
Results Delivery Quality Results	Intermediate	<ul style="list-style-type: none"> • Takes the initiative to progress own and teamwork tasks • Contributes to the allocation of responsibilities and resources to achieve team/project goals • Consistently delivers high quality work with minimal supervision • Consistently delivers key work outputs on time and on budget
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> • Gathers and investigates information from a variety of sources • Questions basic inconsistencies or gaps in information and raises to appropriate level • Asks questions to get to the heart of the issue and define the problem clearly • Analyses numerical data and other information and draws conclusions based on evidence • Works with others to assess options and identify appropriate solutions
Resources Technology and Information	Intermediate	<ul style="list-style-type: none"> • Shows confidence in using core office software and other computer applications • Makes effective use of records, information and knowledge management systems • Supports the introduction of new technologies to improve efficiency and effectiveness