

# Position Description (Employee)

## Business Support Administrator – Rostering and Operation Support

Division	City Services
Business Unit	City Rangers
Grade/Band	Band 3
Date position description approved	January 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 of 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

This primary purpose of this position is to support the Administration Coordinator to administer, maintain and communicate rostering and payroll for City Rangers. This role also provides administrative support for auditing and other business unit operations as required.

### Key accountabilities

- Assist the Administration Coordinator to administer, update, maintain and communicate rosters and payroll on behalf of the unit.
- Assist in recording shifts worked and leave taken for payroll purposes and report variations.

- Coordinate and manage records and databases, complying with administrative systems, processes, and policies, to ensure that all information is accurate, up-to-date stored correctly and accessible for management reporting needs.
- Provision of auditing and reporting as required to assist and support the Administration Coordinator.
- Maintain high levels of confidentiality and ethical standards when dealing with sensitive information.
- High level of professional communication with the business unit.
- Contribute to the continuous improvement of relevant policies, procedures and effective administrative processes.
- In collaboration with the City Rangers Team, provision of ad hoc administration support within the business unit.

## Key challenges

- Maintaining knowledge and understanding of relevant policy and legislation applicable to the performance of the duties in this position.
- Balancing demands of the position, employee needs and requests and operational value to exercise the best outcomes for efficient rostering for the business unit.
- Liaising effectively and professionally with challenging customers.
- Effective time management in an environment of competing priorities.
- Coordination and scheduling of duties within limited legislative timeframes.

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"> <li>• Receive advice and report on progress towards business objectives and discuss future directions.</li> <li>• Provide expert advice and contribute to decision making.</li> <li>• Identify emerging issues/risks and their implications and propose solutions.</li> </ul>
City Rangers Unit	<ul style="list-style-type: none"> <li>• Key administration support, information, and assistance; co-ordinating resources.</li> </ul>
Stakeholders (Other City Teams)	<ul style="list-style-type: none"> <li>• Provide information advice and guidance; promote services; participate in consultation and negotiation; resolve routine issues.</li> <li>• Provision of assistance and accurate advice and guidance as required.</li> </ul>
<b>External</b>	
Stakeholders (Customers)	<ul style="list-style-type: none"> <li>• Provide information, advice and guidance; promote services; participate in consultation and negotiation; resolve routine issues and deliver service.</li> <li>• Schedule access and coordinate activities.</li> </ul>
Service Delivery Partners	<ul style="list-style-type: none"> <li>• Promote mutual interests; share information; plan activities and coordinate tasks.</li> </ul>

## Key dimensions

### Decision making

- Responsible for making appropriate decisions in relation to the scope of work.
- Resolving day to day rostering issues and providing accurate and timely information and advice.

### Reports to

Administration Coordinator

## Essential Knowledge, Skills & Experience

- Relevant qualifications and/or extensive experience in administration and business support roles.
- Demonstrated high level interpersonal and customer service skills.

## 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	Foundational
	<b>Demonstrate Accountability</b>	<b>Intermediate</b>
	Manage Self	Intermediate
	Display Resilience and Adaptability	Intermediate
Relationships	Work Collaboratively	Foundational
	<b>Communicate and Engage Respectfully</b>	<b>Foundational</b>
	Community and Customer Focus	Intermediate
	Influence and Negotiate	Intermediate
Results	<b>Deliver Quality Results</b>	<b>Intermediate</b>
	Create and Innovate	Foundational
	<b>Plan and Prioritise</b>	<b>Foundational</b>
	Think and Solve Problems	Intermediate
Resources	Finance	Foundational
	<b>Technology and Information</b>	<b>Intermediate</b>
	Assets and Tools	Intermediate
	Procurement and Contracts	Foundational

*\*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
<b>Personal Attributes</b> Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> <li>Follows through reliably and openly takes responsibility for own actions</li> <li>Understands delegations and acts within authority level</li> <li>Is vigilant about the use of safe work practices by self and others</li> <li>Is alert to risks in the workplace and raises them to the appropriate level</li> </ul>
<b>Relationships</b> Communicate and Engage Respectfully	Foundational	<ul style="list-style-type: none"> <li>Speaks at an appropriate pace and volume</li> <li>Uses appropriate body language and facial expressions</li> <li>Explains things clearly</li> <li>Allows others time to speak</li> <li>Shows sensitivity to cultural, religious and other individual differences when interacting with others</li> </ul>
<b>Results</b> Deliver Quality Results	Intermediate	<ul style="list-style-type: none"> <li>Takes the initiative to progress own and team work tasks</li> <li>Contributes to the allocation of responsibilities and resources to achieve team/project goals</li> <li>Consistently delivers high quality work with minimal supervision</li> <li>Consistently delivers key work outputs on time and on budget</li> </ul>
<b>Results</b> Plan and Prioritise	Foundational	<ul style="list-style-type: none"> <li>Understands team objectives and own contribution</li> <li>Plans and organises own work tasks</li> <li>Asks when unsure about the relative priority of allocated tasks</li> <li>Manages time appropriately and re-prioritises as required</li> <li>Identifies and informs supervisor of issues that may impact on completion of tasks</li> </ul>
<b>Resources</b> Technology and Information	Intermediate	<ul style="list-style-type: none"> <li>Shows confidence in using core office software and other computer applications</li> <li>Make effective use of records, information and knowledge management systems</li> <li>Supports the introduction of new technologies to improve efficiency and effectiveness</li> </ul>