CITY OF SYDNEY

Position Description (Employee)
Business Support Officer

Division	**Chief Operations Office**
Business Unit	**City Engagement**
Grade/Band	**Band 4**
Date position description approved	**27 November 2019**

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 – 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

The Business Support Officer facilitates key departmental projects; provides business unit-wide administrative assistance; and supports teams by supplementing capacity in line with business demands.

Key accountabilities

- Provide financial administration support by creating and updating purchase orders, verifying and paying approved invoices and creating and lodging financial reports and returns as necessary to meet the unit's obligations and as required by the City's policies and procedures.
- Provide administrative support to the department, including the management and dissemination of information; reporting and compliance; the programming, allocation and follow-up of tasks; and the scheduling of events and activities.
- Provides support to different areas of the department by supplementing capacity as required, when and where appropriate.

- Establish and deliver projects throughout the department that contribute towards the achievement of strategic objectives; or deliver benefits in efficiency, effectiveness or customer experience.
- Liaises with a range of internal and external stakeholders, ensuring relevant information, events and activities is appropriately communicated and understood.

Key challenges

- Effective time management in an environment of competing priorities; and the coordination and scheduling of tasks and projects within limited timeframes.
- Understanding the complexity 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	
Manager	• Seeking advice, information and assistance; co-ordinating resources. Deliver service.
Departmental Teams	• Providing assistance and support during times of need; delivering projects; coordinating resources to deliver services to provide a seamless customer experience.
External	
Customers	• Share information, provide advice and guidance; promote services; participate in consultation and negotiation; resolve routine issues and deliver service.
Service Delivery Partners	• Promote mutual interests; share information; plan activities and coordinate tasks.
3rd Parties	• Provide advice and guidance; schedule access and coordinate activities.

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 issues to the appropriate Managers.

Reports to

Media Manager

Essential Knowledge, Skills & Experience

- Demonstrated relevant industry experience, ideally working in an Administration, Government, or a Service organisation.

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**	**Adept**
	Create and Innovate	Intermediate
	Plan and Prioritise	**Intermediate**
	Think and Solve Problems	**Intermediate**
Resources	Finance	Intermediate
	Technology and Information	**Intermediate**
	Assets and Tools	Foundational
	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
Personal Attributes Manage Self	Intermediate	• 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	• 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	• 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
Results Deliver Quality Results	Adept	• Takes responsibility for the quality and timeliness of the team's work products • Ensures team understands goals and expectations • Shares the broader context for projects and tasks with the team • Identifies resource needs, including team, budget, information and tools • Allocates responsibilities and resources appropriately • Gives team members appropriate flexibility to decide how to get the job done
Results Plan and Prioritise	Intermediate	• Participates constructively in unit planning and goal setting • Helps plan and allocate work tasks in line with team/project objectives • Checks progress against schedules • Identifies and escalates issues impacting on ability to meet schedules • Provides feedback to inform future planning and work schedules
Results Think & Solve Problems	Intermediate	• 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 & Information	Intermediate	• 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