

# Leeton Shire Council



## POSITION DESCRIPTION

*Leeton Shire Council Staff Mission and Values:*

- ✓ *Our mission is to be proudly trusted by the Councillors and the Community to deliver for them the very best outcomes in the most effective manner whilst enjoying a harmonious workplace that values and rewards its workforce for service excellence.*
- ✓ *We are a values-driven workforce and are committed to demonstrating a set of shared values that we have cogenerated as a team of staff. These are:*

***Trust   Respect   Integrity   Collaboration   Communication   Innovation***

- ✓ *With these values leading how we perform our roles, staff have the chance to develop as leaders in their own right, enjoy a sense of **wellbeing** and **safety** and show and receive **loyalty**.*

## POSITION DETAILS

Position Title	<b>Business Support Officer – Operations</b>
Directorate	Operations
Department	All within directorate
Location	Leeton Shire Council office, 23-25 Chelmsford Place, Leeton
Salary Grading	Grade 9
Employment Status	7-month maternity leave position (including successful completion of the 3-month probation period)
Hours of Work	70 hours per fortnight worked over 19 days per month with one (1) rostered day off per month.
Supervisor	Director Operations
Staff Reporting to Position	<ul style="list-style-type: none"><li>▪ Nil</li></ul>
Key Internal Relationships	<ul style="list-style-type: none"><li>▪ Senior Management Team</li><li>▪ Managers and Coordinators</li></ul>
Key External Stakeholders	<ul style="list-style-type: none"><li>▪ Contractors</li><li>▪ General Public</li><li>▪ Local Businesses</li><li>▪ Government Agencies</li></ul>

## **PRIMARY PURPOSE OF POSITION**

- ❖ To provide efficient and effective administrative and customer services support for the Director and Directorate

This document describes the main responsibilities of the position and is not designed to be prescriptive. The staff member can expect to undertake other duties in addition to those described in this document.

All staff are expected to demonstrate behaviours that align with Leeton Shire Council core values, Code of Conduct, Child Safe Policy and Equal Employment Opportunity Principles.

## **POSITION ACCOUNTABILITES AND RESPONSIBILITIES**

### **Finance:**

- ❖ Comply with relevant budget processes and procedures, ensuring appropriate charge numbers and costing codes are used

### **Strategy:**

- ❖ Contribute to the review and updating of internal business processes

### **Customer/Stakeholder:**

- ❖ Attend to customer requests and enquiries (phone/counter/electronically)
- ❖ Provide specialist information and advice to customers
- ❖ Inform customers of maintenance and repair work to be carried out that directly impacts them
- ❖ Participate in school and interest group tours and talks as appropriate

### **Operations:**

- ❖ Assist with front line customer service and process customer enquiries and customer requests using Council's systems such as CRM/Lazerfische/Authority
- ❖ Prepare, disseminate and upload Meeting Agendas and Minutes
- ❖ Prepare, maintain and run Registers in accordance with Council policies and procedures
- ❖ Manage mail and keep records in accordance with Council policies and procedures
- ❖ Make bookings, create schedules, organise appointments and manage Director diaries
- ❖ Set up meetings and make relevant arrangements such as catering or technology requirements
- ❖ Prepare legal documents such as tenders, contracts, certificates and orders
- ❖ Enter data and prepare letters, newsletters, brochures, advertising and reports to Council standards
- ❖ Create purchase orders, pay invoices, reconcile credit card statements and collect/process payments
- ❖ Monitor and manage stationery requirements, newspapers and staff functions (regular and special)

## **WORK, HEALTH & SAFETY RESPONSIBILITIES**

Workers have an active role to play in the safety of themselves, all employees of council and members of the public. Workers have the following responsibility, authority and accountability:

- ❖ On commencement, new staff must show evidence of having received current Covid-19 vaccinations
- ❖ Working safely so as not to put yourself or others at risk
- ❖ Stopping work in circumstances that are deemed an immediate risk to health and safety until a satisfactory solution is agreed/implemented
- ❖ Cooperating and complying with safe work methods statements, policies and procedures and participating in their development
- ❖ Reporting all accident, incidents and hazards to your supervisor/manager immediately and participating in accident/incident investigation and risk management activities
- ❖ Attend all WHS training

A full list of Leeton Shire Council's WHS responsibilities and accountabilities are available within the 'Conditions of Employment Essential Information' document.

## **SELECTION CRITERIA**

### **Essential**

#### **Qualifications/Licences/Experience:**

1. Tertiary qualifications in Business Administration or equivalent with at least four year's relevant work experience in a computerised environment.
2. It is mandatory to possess and maintain at least a Class C drivers licence. Failure to retain such licence may be grounds for dismissal.

#### **Skills and Attributes:**

1. Demonstrate a sound working knowledge of Word, Excel, Microsoft Publisher and other computer applications in a Windows environment.
2. Be a customer focused person with excellent interpersonal skills and the proven ability to relate well with the general public and fellow employees and maintain positive relationships with all stakeholders.
3. Demonstrate an ability to solve problems by examination and analysis of available options.
4. Demonstrate an ability to be highly organised, with attention to detail, and routinely able to meet deadlines when faced with competing priorities.
5. A shown desire to continually seek self-improvement and willingness to attain skills and training when required

#### **Desired Requirements:**

- ❖ Experience in Local Government



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Jackie KRUGER  
General Manager

I ..... hereby accept the terms and conditions set out in this position description for Business Support Officer – Operations (maternity leave position).

Dated this                      day of                      2024.

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Signature

