



Facilities and Infrastructure Business Support Officer

Section: Office of the Director Facilities and Infrastructure

Salary point: 9

Position number: PSC970

Last updated: September 2023

Position objectives

To coordinate and provide professional, timely and accurate operational and administrative support to primarily but not limited to, the Construction unit within the Capital Works section and the Roadside and Drainage and Roads units within the Public Domain and Services section based at Council's depot(s).

PSC values



Respect: Creating a unique, open and trusting environment

Integrity: Being honest and taking responsibility for our actions

Teamwork: Working together as one Council to support each other

Excellence: Improving the way we work, to meet future challenges

Safety: Providing a safety focused workplace culture

Key responsibilities

- Coordinate and manage daily work tasks, such as the acknowledgement of enquiries and correspondences in accordance with Council's Customer Service Charter
- Assist with the implementation of business/process improvement initiatives applicable to the Construction, Roadside and Drainage and Roads units
- Manage corporate systems utilised for recording project costings, progress, record keeping, productivity and reporting to ensure that the integrity of the data is accurately and efficiently maintained
- Coordinate and manage the production of all project documents and reports, including the preparation of project briefs, Construction Environmental Management Plans, Project Management Plans, legislated underground/overhead infrastructure planning and project folders

- Develop and support effective communication processes and procedures between project teams
- Create online requisitions and credit card reconciliations
- Receive, assess and initiate actions on all operational tasks and applications in accordance with the agreed service standard and Council policies and procedures
- Ensure that all relevant processes are documented, reviewed and updated in a timely manner
- Provision of the collation and preparation of corporate reporting requirements required by the Construction, Roadside and Drainage and Roads units
- Carry out other duties that are within the limits of the employee's skill, competence and training as directed by the Facilities & Infrastructure (F&I) Administration Coordinator and/or the Construction, Roadside and Drainage and Roads Coordinators

Key accountabilities

Provide high quality administrative support including a wide range of tasks for the Construction, Roadside and Drainage and Roads units. The job holder has some independence in providing service and responding to needs.

Extent of authority

To be responsible for providing specialised/technical service and complete works that has elements of complexity. Tasks are performed under the general direction of the F&I Administration Coordinator and/or with consultation and input from the Construction, Roadside and Drainage and Roads Coordinators.

Judgement and decision making

Tasks are performed within the scope of established procedures and guidelines although on occasions established procedures or rules do not cover the situation faced. Decisions and problem solving are generally made within the scope of established procedures and guidelines or with consultation with the F&I Administration Coordinator and/or with consultation and input from the Construction, Roadside and Drainage and Roads Coordinators.

Skills, knowledge and capacity

Organisational

- Demonstrated commitment to a customer service culture and delivery of quality service
- Understanding of the Australian Business Excellence philosophy
- Conduct that demonstrates to others Council's commitment to Respect, Integrity, Teamwork, Excellence and Safety

Interpersonal

- Demonstrated well-developed written and oral communication skills
- Demonstrated ability to work as part of a strong team environment and autonomously
- Demonstrated ability to operate effectively in an environment requiring a high degree of initiative

- Proven ability to interact and liaise with all levels of staff and members of the community

Qualifications and experience

- Certificate III and/or studying in a relevant field and/or sound proven experience in a similar role
- Well-developed Microsoft Office suite skills at an intermediate level
- Demonstrated well-developed written and oral communication skills
- A high level of attention to detail and the ability to prioritise effectively
- Demonstrated ability to work autonomously

Capability Framework level: Intermediate

Personal attributes	Relationships	Results	Resources
• Manage self • Displays resilience and adaptability • Act with integrity • Demonstrate accountability	• Communicate and engage • Community and customer focus • Work collaboratively • Influence and negotiate	• Plan and prioritise • Think and solve problems • Create and innovate • Deliver results	• Finance • Assets and tools • Technology and information • Procurement and contracts

Position description approval

Employee Date