

## POSITION DESCRIPTION

# Business Support Officer (Operations)

<b>Position</b>	Business Support Officer (Operations)
<b>Classification Level</b>	Permanent Full-Time (Level 6)
<b>Location</b>	Darwin
<b>Reports to</b>	Chief Operations Officer

## ORGANISATION

Located within the Top End of the Northern Territory, the West Daly Regional Council (WDRC) covers 14,000 square kilometres and has a population of more than 3700 residents throughout the communities of Wadeye, Nganmarriyanga and Peppimenarti as well as the surrounding 33 homelands, a number of which are serviced by Council. Wadeye is the largest remote community and the fifth largest town in the Northern Territory.

A young and vibrant Regional Council, our vision is to deliver quality services and support development opportunities, including local jobs for local people, along with implementing a range of strategies that will help shape a prosperous and sustainable future for the region.

### The council's long-term goals are to:

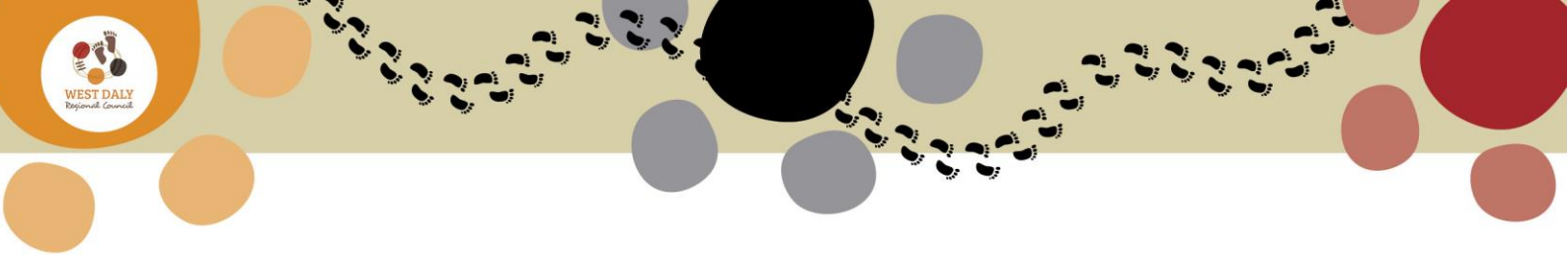
- Provide good governance, leadership and advocacy
- Provide local employment and strong regional economy
- Provide high quality services within financial resources available
- Maintain and develop council's assets, natural resources and country
- Ensure Strong, safe and healthy communities that respect culture, heritage and change

## ATTRIBUTES

<b>Service</b>	Work performed is of the highest quality, innovative and solutions focused.
<b>Ethical</b>	Applies the highest standards of integrity and ethical conduct.
<b>Attitude</b>	Demonstrates a positive approach, appropriate behaviors, and teamwork.
<b>Discretion</b>	Makes appropriate decisions, sound judgements and communicates effectively.
<b>Safe</b>	Work practices performed apply and promote Work Health Safety standards.

## POSITION

This position will report directly to the Chief Operations Officer to provide high level business administrative support to the Council's Operations Division and is responsible for the supervision and development of Administrative staff.



## ROLE RELATIONSHIPS

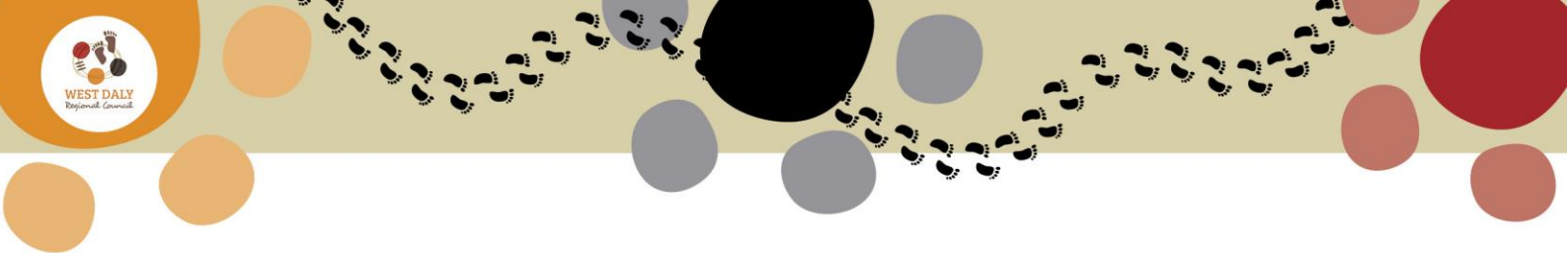
<b>Dual reporting with Community Service Managers:</b>  Administration Officer (Wadeye) Administration Assistant (Palumpa) Administration/Centrelink Officer	<b>Direct Report:</b>  Administration Officer – Trainee
	<b>Indirect Reports :</b>  Library (Wadeye) Customer Services Officer (Wadeye) Administration/Centrelink (Peppi)

Internal	External
Executive Officer Chief Executive Officer People and Culture Manager Council Operations Manager Technical Services Manager Regional Services Manager All Council staff (as required)	Service Providers Government Departments Community Organisations Contractors/ Consultants

## DUTIES

### Primary Tasks

- Provide high level administrative and secretarial support for the Chief Operations Officer and Technical Services Manager;
- Provide a range of secretariat and administrative services, including coordinating committee meetings and preparing papers, to support management delivery;
- Collect and compile information and prepare documentation and correspondence in line with quality and organisational requirements to support information flow and inform decision making;
- Complete routine financial transactions and purchasing services, ensuring compliance with agency standards and procedures.
- Update and maintain records and databases, complying with systems and processes to ensure that all information is accurate, stored correctly and accessible.
- Maintain knowledge of current relevant legislation, policies, procedures and guidelines to ensure the compliance with regulatory requirements.
- Delivering multiple business support activities and services in line with agreed standards, timeframes and milestones, given tight timeframes and the need to maintain accuracy and attention to detail
- ICT asset acquisition, monitoring, troubleshooting (laptops, phones, iPads, PCs);
- Utilising sound judgment and decision-making skills to monitor and respond to emails, correspondence and incoming calls;
- Provide supervision, mentoring, training and coaching for Administrative Officers and other team members in the Operations Directorate;
- Fleet Management (asset register, purchasing, tracking, registrations, servicing, support, auction, livery).



- In collaboration with the Administration Coordinator, update the website and social media accounts.
- Provide reports to various business leads on necessary actions and key focus areas.
- Analyse data to prepare reports and measure KPI metrics to improve efficiency and provide support within the Operations Division.
- Undertake small to medium projects and research tasks as required.
- Ensure effective stakeholder relationships are maintained and non-compliance of key performance indicators are escalated to the Chief Operations Officer for resolution.
- Other duties as directed commensurate with skills, experience and qualifications.

## RESPONSIBILITY/ACCOUNTABILITY

- Develop a team approach to problem solving and encourage innovative practice.
- Supervise a small team of administration assistants across the organisation
- Provide effective communications that foster positive relationships at all levels across the community, external stakeholders, and Council personnel.
- Support a collaborative culture with internal and external stakeholders and motivate team members by inculcating a dynamic working environment that nurtures innovation.

### Work Health & Safety

- Within your area of responsibility, ensure compliance with work, health and safety legislation and Council's work health and safety policies and procedures.
- Contribute to organisational continuous quality improvement and internal reporting.
- Take reasonable care to protect the health and safety of staff and others.
- Actively participate in safety improvement activities.

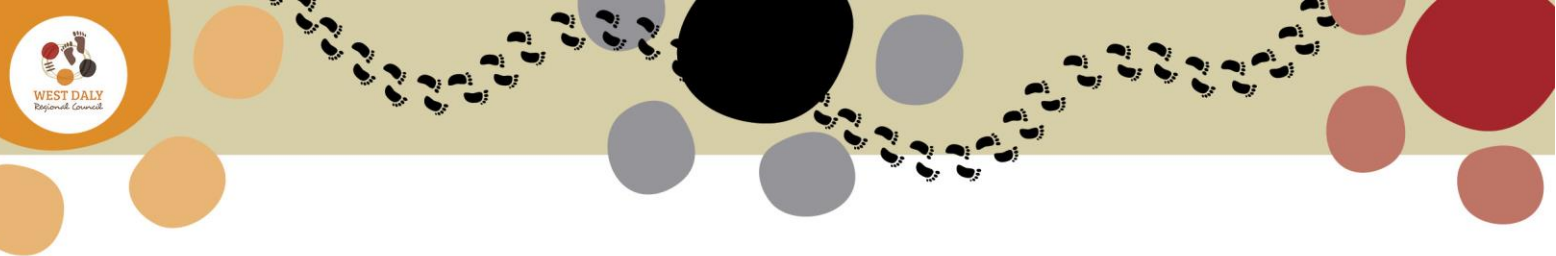
### General

- Comply with the Council's 'Code of Conduct' and all other policies and procedures adopted by Council as varied from time to time.
- Responsible for purchasing goods and services in accordance with purchasing guidelines and delegated financial limits.
- Other duties, consistent with skills and experience, as directed by the Chief Operations Officer.

## SELECTION CRITERIA

### Essential

- Certificate IV or Diploma in Business Administration and / or equivalent work-related experience.
- High level knowledge and experience in office administration including the ability to conduct research and draft high level letter submissions, reports and email correspondence.
- Advanced skills in the use of the Microsoft Office Suite of Products, in particular Outlook, Word and Excel with the ability to quickly learn new systems as required.
- Understanding of financial practices with relevant working experience using Corporate Financial Systems.
- Experience with Technology 1 or other financial systems
- Current National Criminal History Check.
- Current Working with Children (OCHRE) Card.
- Fully vaccinated against Covid 19
- Ability to travel to remote communities as required on light aircraft or by 4WD, which may include overnight stays



**Knowledge, Skills & Abilities**

- Demonstrated high level interpersonal, verbal, and written communication skills.
- Well-developed interpersonal skills with the ability to remain calm under pressure, to use initiative and good judgement to solve problems.
- Ability to identify and utilise appropriate communication styles and methods, taking into consideration the audience and the desired outcome.
- Ability to develop and maintaining effective working relationships with key stakeholders, both internal and external.
- Ability to research, draft reports and submissions.
- Ability to work independently and as a member of a team.
- Ability to be discreet, maintain confidentiality and manage sensitive issues.
- Knowledge of and understand the complexities of living and working in remote community.
- Demonstrated time management and organisational skills.
- Ability to juggle multiple priorities and complete tasks within required timeframes, work independently and flexibly, exercise initiative and attention to detail.
- Ability to work with a range of culturally diverse people across all levels of Government.

**APPROVAL**

*Matthew Eastham*

Matthew Eastham ASM  
**Chief Executive Officer**

Dated: 30 May 2023

Updated	May 2023
Version	1.0