

POSITION DESCRIPTION

BUSINESS SUPPORT OFFICER

POSITION DETAILS

Date of Position Description	August 2026
Position Title	Business Support Officer
Position Grade	8
Directorate Business Unit	City Services & Projects Waste & Cleansing
Reports to	Group Manager Waste & Cleansing
Physical Requirements Category	Category 1 – Desk role with Ergonomics Requirements
Job Location	316 Victoria Road, Rydalmere (Council retains the right to alter locations should the operational need arise)

POSITION OVERVIEW

The Business Support Officer (BSO) is responsible for providing a full range of business, process and administrative support services to support the operational requirements of the Waste & Cleansing team. This will include providing administrative duties, managing communication channels, managing all service requests, organising and scheduling team meetings, and team activities, processing payments, and liaising and coordinating internal and external customers.

KEY RESPONSIBILITIES

Role Specific

- Provide the Waste & Cleansing team with high quality accurate administrative, business and project support.
- Support effective delivery of operational services at a Group level through supporting initiatives, milestones, budgets and reporting to Group Manager Waste & Cleansing.
- Use initiative and provide excellent customer support internally and externally and ensure responsiveness to meet service commitments.
- Help coordinate organisational and Group workshops and meetings. Triage requests, delegate and problem solve independently.
- Effectively manage and prioritise correspondence, events in calendars and cadence of meetings to optimise time and impact.
- Assist with confidential workforce administration.
- Manage a high quality physical and electronic office environment to effectively support the Waste & Cleansing Team.
- Liaise with internal and external customers to coordinate requests and manage relationships.
- Coordinate projects that support project teams in their service delivery.

Baseline

- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations and better practice to ensure a subject-matter-expert mindset is adopted and promoted to all stakeholders.
- Promote continuous improvement and innovation in practices, optimisation of technology, procedures and recommendations with the aim of providing better service to the client base in line with the organisation's values.

- Build in performance metrics and mechanisms to identify early visibility of risks to enable mitigation approaches.
- Promote and maintain effective relationships with all external business partners including community organisations, contractors, State and Federal authorities.
- Ensure to take reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Contribute to customer service and organisational effectiveness, by acting ethically, honestly and with fairness.
- Comply with Council policies, as amended from time to time

KNOWLEDGE

Qualifications

- Tertiary qualification in Business, Management, Administration (or related discipline) or a significant amount of comparable industry experience in an administrative or trade support capacity.

Experience

- At least 2 years' experience in a similar role
- Demonstrated ability to provide high level support to a broad team, as well as lead and manage small projects.
- Demonstrated experience in business, customer and relationship management including handling sensitive matters with discretion.

Skills

- Advanced MS Suite skills, including Word, Outlook, Teams, PowerPoint and Excel.
- Proficient use in TechOne, Pathway, Flexi Purchase and other council systems
- Demonstrated skills in written communication for diverse audiences
- Proven ability to work with initiative and versatility on a wide range of matters, including solving a range of complex problems through communication and collaboration.
- Highly developed planning, organisation and time management skills, including the ability to meet tight deadlines and balance competing priorities.
- Exceptional ability to communicate, negotiate, build relationships and influence others with an engaging approach and technique.
- Developed problem solving and decision-making ability, including confidence in working with others to resolve high priority, and often sensitive and complex issues and conflict.