

<b>Position Title</b>	Coordinator Business Services
<b>Department</b>	Planning
<b>Unit</b>	
<b>Team</b>	Business Services
<b>Supervises</b>	8
<b>Reports To</b>	Director Planning
<b>Grade</b>	I
<b>Date Prepared</b>	3/10/2024
<b>Date Last Updated</b>	12/03/2025

## Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

## Primary purpose of position

The Coordinator Business Services plays a pivotal role in overseeing and coordinating administrative services across the Planning Directorate. The focus will be on building and managing a high-performing business services team, fostering innovation and excellence, and addressing operational needs in a dynamic and evolving environment. Over time, the role will continue to grow and adapt to ensure the Planning Directorate is comprehensively and consistently supported with high-quality business operations.

The Coordinator is responsible for providing business and operational support by managing workflows, coordinating projects, and overseeing administrative functions. The role also assists managers with budgeting, financial reporting, and the preparation of business cases. Additionally, the Coordinator manages directorate-wide communications, including correspondence, website content updates, community outreach, and internal newsletters.

Key responsibilities include leading process improvement projects across the employee lifecycle to enhance operational efficiency and improve the customer experience. The role supports a culture of continuous improvement by organising training and professional development activities where needed. The Coordinator plays a key role in establishing best practices for process optimisation and standardisation, ensuring alignment with Directorate strategies and delivering operational solutions to meet evolving business needs. The Coordinator also manages records to ensure compliance with Council policies and legislative requirements.

The Coordinator plays a vital role in stakeholder engagement by preparing reports, presentations, and briefings, and ensuring corporate compliance across all administrative activities. The position reports to the Director Planning and requires strong capabilities in operational analytics, reporting, and stakeholder engagement to ensure the delivery of efficient, high-quality business services across the Directorate.

## Accountabilities

- **Team Coordination & Operational Support**

- Oversee and coordinate the business services team, ensuring efficient workflows and effective resource allocation.
- Manage projects, delegate tasks, and maintain operational schedules.
- Identify and address operational challenges and implement solutions to enhance productivity.
- Lead process improvement initiatives across the employee lifecycle to enhance internal efficiency and improve the customer experience.
- Organise and deliver training and professional development opportunities to build a culture of high performance and continuous improvement.

- **Budgeting & Financial Management**

- Assist Managers with quarterly budget reviews and forecasting to ensure effective resource utilization.
- Coordinate financial reporting and maintain budget compliance across business units.
- Manage purchase orders, invoice processing, and expenditure tracking.

- **Communications & Web Management**

- Manage internal and external communications, ensuring clear, consistent, and timely messaging.
- Oversee updates to the Directorate's website to align with organizational priorities.
- Develop and distribute newsletters, reports, and other communication materials.

- **Submissions, Reporting & Analytics**

- Prepare, review, and submit reports, proposals, and other documentation to meet quality standards and deadlines.
- Analyse operational data to support informed decision-making and identify improvement opportunities.
- Maintain accurate records of submissions and reporting obligations.

- **Process Improvement**

- Identify and implement opportunities to streamline business processes.
- Develop and document operational procedures to support consistency, quality, and continuous improvement.
- Establish best practices for process optimisation and standardisation, ensuring alignment with Directorate strategies and delivering operational solutions to meet evolving business needs.






- **Stakeholder Engagement**

- Engage with internal and external stakeholders to promote effective communication and collaboration.
- Act as a liaison between teams and business units to ensure smooth information flow.
- Provide regular updates on team performance, operational achievements, and areas for improvement.

## Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

### Capability Profile – People Leader Profile 1

Capability Group	Capability Name	Level
 <b>Personal Character</b>	Lead Self	Advanced
	Display Resilience	Advanced
	<b>Act with Integrity</b>	Advanced
	Safety and Accountability	Advanced
 <b>Relationships</b>	Communicate and Engage	Advanced
	Customer and Community Focus	Adept
	Work Collaboratively	Advanced
	<b>Influence and Negotiate</b>	Adept
 <b>Results</b>	Plan and Prioritise	Advanced
	Think and Solve Problems	Adept
	<b>Innovate and Improve</b>	Advanced
	Deliver Results	Advanced
 <b>Resources</b>	Finance	Adept
	Assets and Tools	Adept
	<b>Technology and Information</b>	Adept
	Procurement and Contracts	Adept
 <b>People Leadership</b>	Manage and Develop People	Advanced
	<b>Inspire Direction and Purpose</b>	Advanced
	Optimise Workforce Contribution	Adept
	Lead and Manage Change	Adept

## Focus Capabilities

The focus capabilities for the position 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 satisfactory level for a candidate to be suitable for appointment.

## CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
<b>Personal Character</b>		
Act with Integrity	Advanced	<ul style="list-style-type: none"> <li>• Models ethical behaviour and reinforces it in others</li> <li>• Represents the organisation in an honest, ethical and professional way and sets an example for others to follow</li> <li>• Promotes integrity, courage and professionalism inside and outside the organisation</li> <li>• Monitors ethical practices, standards and systems and reinforces their use</li> <li>• Proactively addresses ethical and people issues before they magnify</li> </ul>
<b>Relationships</b>		
Influence and Negotiate	Adept	<ul style="list-style-type: none"> <li>• Builds a network of work contacts/relationships inside and outside the organisation</li> <li>• Approaches negotiations in the spirit of maintaining and strengthening relationships</li> <li>• Negotiates from an informed and credible position</li> <li>• Influences others with a fair and considered approach and sound arguments</li> <li>• Encourages others to share and debate ideas</li> </ul>
<b>Results</b>		
Innovate and Improve	Advanced	<ul style="list-style-type: none"> <li>• Encourages independent thinking and new ideas from others</li> <li>• Draws on developments and trends in the industry and beyond to develop solutions</li> <li>• Supports experimentation and rapid prototyping to test and refine innovative solutions</li> <li>• Develops/champions innovative solutions with long standing, organisation-wide impact</li> </ul>

		<ul style="list-style-type: none"> <li>• Explores creative alternatives to improve management systems, processes and practices</li> <li>• Contributes own knowledge and experience to staff training and development sessions</li> </ul>
<b>Resources</b>		
Technology and Information	Adept	<ul style="list-style-type: none"> <li>• Selects appropriate technologies for projects and tasks</li> <li>• Identifies ways to leverage the value of technology to achieve outcomes</li> <li>• Ensures team understands their obligations to use technology appropriately</li> <li>• Ensures team understands obligations to comply with records, information and knowledge management requirements</li> </ul>
<b>People Leadership</b>		
Inspire Direction and Purpose	Advanced	<ul style="list-style-type: none"> <li>• Translates organisational vision and strategy into operational goals to help staff understand their own contribution</li> <li>• Builds a shared sense of purpose through involving people in defining priorities and cascading goals</li> <li>• Regularly communicates progress against business unit and organisational goals</li> <li>• Creates opportunities for recognising and celebrating high performance at the individual and team level</li> </ul>

\* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

## Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the Chief Executive Officer.

## Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

## Work Health & Safety

All staff are required to adhere to Council's WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

## Records Management

All staff are required to comply with Council's Records and Information Management policies, procedures and guidelines.

## Qualifications and Experience

### Essential Qualifications

- Relevant tertiary qualifications (such as a MBA) and/or proven experience and knowledge of business services coordination and management at a senior level.

### Essential Experience

- Demonstrated experience in business coordination, administration, or a similar role.
- High-level knowledge of the New South Wales planning system.
- Proven experience in establishing and managing high-performing teams.
- Demonstrated ability to lead process improvement and customer experience enhancement initiatives.
- Strong financial management and reporting skills.
- High-level written and verbal communication skills, including the preparation of professional reports, briefings, and correspondence.

### Desirable Qualifications and or Experience

- Proficiency in Adobe Creative Suite (Photoshop, InDesign, Illustrator, Acrobat).
- Experience in collaboration software such as Wrike, Monday.com, etc
- Project management qualifications (e.g., PRINCE2, PMP, or equivalent).
- Experience working in the private sector.
- Experience dealing directly with customers in a service-oriented environment.

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required: No Licence Required	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Will incumbent need to make disclosure of pecuniary interest?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>