

Position Title	Business Support Lead
Department	City Future
Unit	City Plan and Transformation
Team	City Plan and Transformation
Supervises	Nil
Reports To	Manager City Plan and Transformation
Grade	H
Date Prepared	9/11/2022
Date Last Updated	15/08/2025

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

To be an integral member of the City Plan and Transformation Unit and provide executive support to assist the unit manager and team members in delivery of their key business functions. This position will enhance the ability of the team to successfully deliver a customer focused approach and support more efficient processes for day to day operations.






Accountabilities

- Contribute to the efficient and effective operations of the City Plan and Transformation Unit.
- Provide high level administrative support and communication; both written and verbal including briefing notes, minutes, actions and decisions accurately in a fast-paced environment.
- Work as a senior member of the City Plan and Transformation team and coordinate multi-disciplinary projects from across Council.
- Prepare briefs and manage consultancies.
- Coordinate and conduct community and stakeholder consultations, presentations and briefings.
- Share learnings, raise issues and actively contribute to identification, development and implementation of business and process improvement initiatives.
- Optimise available technology to improve service delivery.
- Contribute to presentations, papers and reports, by undertaking research, information and data gathering, data analysis, drafting and editing;
- Monitor and evaluate performance towards Unit goals and objectives.
- Respond to and resolve Customer Service Requests as required.
- Assist the Manager in the preparation and management of the Unit budget, Business Plan and WHS Plan.
- Assist in the preparation of correspondence and reports (including Council Reports), presentations as required/directed.
- Actively participate in regular unit meetings with other team members and represent the unit at internal and external meetings and functions as required
- Identify and support the development and implementation of strategic initiatives that improve the delivery and efficiency of work from the Manager to CBCity stakeholders.
- Any other duties as directed by the Manager or Director City Future.

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 – Senior Technical/ Professional Specialist

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

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
Results		
Plan and Prioritise	Advanced	<ul style="list-style-type: none"> Ensures business plans and priorities are in line with organisational objectives Uses historical context to inform business plans and mitigate risks Anticipates and assesses shifts in the environment and ensures contingency plans are in place Ensures that program risks are managed and strategies are in place to respond to variance Implements systems for monitoring and evaluating effective program and project management
Relationships		
Work Collaboratively	Advanced	<ul style="list-style-type: none"> Builds a culture of respect and understanding across the organisation Facilitates collaboration across units and recognises outcomes resulting from effective Builds co-operation and overcomes barriers to sharing across the organisation Facilitates opportunities to develop joint solutions with stakeholders across the region and sector Models inclusiveness and respect for diversity in people, experiences and backgrounds
Resources		
Technology and Information	Adept	<ul style="list-style-type: none"> Selects appropriate technologies for projects and tasks Identifies ways to leverage the value of technology to achieve outcomes Ensures team understands their obligations to use technology appropriately

Personal Character		
Lead Self	Advanced	<ul style="list-style-type: none"> • Demonstrates motivation to serve the community and organisation • Initiates team activity on organisation/unit projects, issues and opportunities • Seeks and accepts challenging assignments and other development opportunities • Seeks feedback broadly and asks others for help with own development areas • Translates negative feedback into an opportunity to improve
Results		
Deliver Results	Advanced	<ul style="list-style-type: none"> • Sets high standards and challenging goals for self and others • Delegates responsibility appropriately and provides support • Defines what success looks like in measurable terms • Uses own professional knowledge and the expertise of others to drive results • Implements and oversees quality assurance practices

* 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 General Manager.

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

- Tertiary qualifications or equivalent related discipline / business experience (minimum 5 years).
- Class C Drivers License

Essential Experience

- Provide an exceptional level of customer service
- Show initiative, multi-task and prioritise
- Demonstrate flexibility and adaptability in your approach to your work
- Experience in Government relations
- Exceptional level of attention to detail in all aspects of your work
- Demonstrated project management experience
- Understanding of strategic planning processes at a local or regional level
- Experience in business analysis and administration
- High-level communication skills, both oral and written, including reports
- Sound knowledge and understanding of Microsoft Word, Excel and Windows' Programs
- Excellent negotiation and communication skills together with high level strategic and analytical thinking
- Demonstrated relationship management experience and highly developed interpersonal skills
- Ability to prepare and monitor budgets

Desirable Qualifications and or Experience

- Experience using iShare, Pathways and SAP
- Knowledge of State, Federal and Local Government activities and responsibilities

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: C Class Drivers Licence	<input checked="" type="checkbox"/>	<input 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"/>