

<b>Position Title</b>	Team Member Support Services
<b>Department</b>	Community Services
<b>Division</b>	
<b>Unit</b>	Community & Cultural Services
<b>Team</b>	Support Services
<b>Supervises</b>	Nil
<b>Reports To</b>	Team Leader Community and Cultural Support
<b>Grade</b>	C
<b>Date Prepared</b>	29/08/2025
<b>Date Last Updated</b>	29/08/2025

## 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

The Team Member Support Services provides high-quality, proactive support across a diverse division including libraries, Meals on Wheels, the Arts Centre, and the Community Planning and Development Teams. The role ensures smooth day-to-day operations by coordinating communications, logistics, and systems, while contributing to project and event delivery. It also supports continuous improvement by streamlining processes and leveraging technology to enhance efficiency, collaboration, and service delivery.






## Accountabilities

- Provide consistent and proactive administrative support across multiple teams to ensure smooth day-to-day operations
- Maintain shared calendars, schedule meetings, and coordinate logistics for internal and external engagements
- Prepare, format, and distribute correspondence, reports, and presentations
- Maintain accurate filing systems (digital and physical) and ensure compliance with records management policies
- Support community-facing teams by assisting with enquiries, bookings, and general information requests
- Assist with procurement and financial administration, including raising purchase orders, processing invoices, tracking expenditure, and maintaining financial records
- Provide administrative support for divisional projects and events, including coordination of materials, venues, communications, and follow-up actions
- Maintain and update databases, registers, and internal systems to ensure data accuracy and accessibility
- Contribute to continuous improvement by identifying and implementing opportunities to streamline administrative processes
- Manage the coordination of relevant Working with Children Checks in consultation with the Human Resources Team
- Leverage technology to improve efficiency, including the use of automation tools, scheduling platforms, and digital collaboration systems

- Stay informed about new tools and systems relevant to administrative functions and support their adoption across the division
- Foster effective communication and collaboration across teams, including support for internal newsletters, updates, and shared platforms
- Contribute to a positive, adaptable, and collaborative team environment
- Other tasks and duties as required

## 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 – Council Officer		
Capability Group	Capability Name	Level
 <b>Personal Character</b>	<b>Lead Self</b>	Adept
	Display Resilience	Intermediate
	Act with Integrity	Adept
	Safety and Accountability	Intermediate
 <b>Relationships</b>	Communicate and Engage	Intermediate
	Customer and Community Focus	Adept
	<b>Work Collaboratively</b>	Adept
	Influence and Negotiate	Intermediate
 <b>Results</b>	<b>Plan and Prioritise</b>	Intermediate
	Think and Solve Problems	Intermediate
	Innovate and Improve	Intermediate
	Deliver Results	Intermediate
 <b>Resources</b>	Finance	Intermediate
	Assets and Tools	Intermediate
	<b>Technology and Information</b>	Intermediate
	Procurement and Contracts	Intermediate
 <b>People Leadership</b>	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
<b>Personal Character</b>		
Lead Self	Adept	<ul style="list-style-type: none"> <li>• Initiates action on team/unit projects, issues and opportunities</li> <li>• Accepts and tackles demanding goals with drive and commitment</li> <li>• Seeks opportunities to apply and develop strengths and skills</li> <li>• Examines and reflects on own performance</li> <li>• Seeks and responds well to feedback and guidance</li> </ul>
<b>Relationships</b>		
Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>• Contributes to a culture of respect and understanding in the organisation</li> <li>• Creates an atmosphere of trust and mutual respect within the team</li> <li>• Builds cooperation and overcomes barriers to sharing across teams/ units</li> <li>• Relates well to people at all levels and develops respectful working relationships across the organisation</li> <li>• Identifies opportunities to work together with other teams/units</li> <li>• Acts as a resource for other teams/units on complex or technical matters</li> </ul>
<b>Results</b>		
Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> <li>• Participates constructively in unit planning and goal setting</li> <li>• Helps plan and allocate work tasks in line with team/project objectives</li> <li>• Checks progress against schedules</li> <li>• Identifies and escalates issues impacting on ability to meet schedules</li> <li>• Provides feedback to inform future planning and work schedules</li> </ul>

## Resources

Technology and Information

Intermediate

- Shows confidence in using core office software and other computer applications
- Makes effective use of records, information and knowledge management systems
- Supports the introduction of new technologies to improve efficiency and effectiveness

\* 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.

## Fraud & Corruption Prevention

All staff must familiarise themselves with Councils policies, systems and procedures that are in place to guard against the risk of fraud and corruption. This includes behaving ethically at all times, and actively identifying and reporting any suspected fraud and corruption.

## Qualifications and Experience

### Essential Qualifications

- Certificate III or IV in Business Administration or equivalent experience

### Essential Experience

- Strong working knowledge of Microsoft Office Suite (Word, Excel, Outlook)
- Basic understanding of records management and administrative systems
- Experience providing administrative support in a team environment
- Demonstrated ability to manage calendars, schedule meetings, and coordinate logistics
- Experience with financial administration tasks (e.g., processing invoices, purchase orders)
- Ability to maintain accurate records and databases

**Desirable Qualifications and or Experience**

- Experience in a customer service or community-facing role
- Familiarity with local government systems or procedures
- Exposure to digital tools for scheduling and collaboration (e.g., Teams, Zoom, booking platforms)

<b>HUMAN RESOURCES USE (SELECT YES OR NO)</b>	<b>YES</b>	<b>NO</b>
Does this position fall under the definition of child related employment?	<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position have an inherently high risk for fraud and corruption?	<input type="checkbox"/>	<input checked="" type="checkbox"/>