

Position Title	Business Support Officer
Department	Planning
Division	
Unit	
Team	Business Services
Supervises	Nil
Reports To	Team Leader Business Services
Grade	D
Date Prepared	9/12/2025
Date Last Updated	24/08/2026

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 Planning Department at the City of Canterbury-Bankstown (CBCity) plays a vital role in shaping how the city grows, develops, and functions. The Business Support Officer is responsible for delivering high-quality customer service, administrative and operational support across the department. By leveraging technology and fostering strong collaboration with all units, the role supports efficient, innovative, and seamless operations. Focused on enhancing both the internal and external customer experience, the position drives proactive problem-solving, streamlines processes, and promotes the adoption of digital tools that enable improved support and continuous improvement.

Accountabilities

- Provide efficient, high-quality administrative and operational support to the Planning Department to ensure smooth, timely, and compliant service delivery.□
- Deliver high-quality customer service by responding promptly to enquiries, achieving team and individual KPIs, and consistently meeting departmental SLAs□
- Perform a wide range of administrative and operational tasks within a multi-skilled team environment, including but not limited to updating Council systems; preparing letters, renewals, reminders, and general correspondence; and utilising Microsoft Office applications along with internal and external databases. Adhere to legislative and organisational requirements.□
- Communicate with customers via phone and email to provide information, resolve enquiries, and follow up on outstanding renewals, reminders, and related matters.□
- Maintain, update, and manage Council documentation using the iShare Records Management system, and efficiently use platforms such as Q-Pulse, Pathway, and the NSW Planning Portal as required.
- Provide constructive feedback to the Team Leader on opportunities to enhance processes, procedures, and service delivery.□
- Actively participate in regular team meetings and contribute to a positive, collaborative team environment.
- Coordinate official correspondence and maintain accurate, compliant records in line with government and organisational standards.□

- Contribute to ongoing process improvements and support the implementation of technology-driven solutions.
- Engage in continuous training and development to enhance skills, knowledge, and capability.
- Perform additional duties as directed by the Team Leader or broader leadership team.

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
 Personal Character	Lead Self	Adept
	Display Resilience	Intermediate
	Act with Integrity	Adept
	Safety and Accountability	Intermediate
 Relationships	Communicate and Engage	Intermediate
	Customer and Community Focus	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Innovate and Improve	Intermediate
	Deliver Results	Intermediate
 Resources	Finance	Intermediate
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Intermediate
 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
Personal Character		
Display Resilience	Intermediate	- Adapts quickly to changed priorities and organisational settings - Welcomes new ideas and ways of working - Stays calm and focused in difficult situations - Perseveres through challenges - Offers own opinion and raises challenging
Relationships		
Customer and Community Focus	Adept	- Demonstrates a sound understanding of the interests and needs of customers and the community - Takes responsibility for delivering quality customer- focused services - Listens to customer and community needs and ensures responsiveness - Builds relationships with customers and identifies improvements to services - Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
Results		
Deliver Results	Intermediate	- Takes the initiative to progress own and teamwork tasks - Contributes to the allocation of responsibilities and resources to achieve team/project goals - Consistently delivers high quality work with minimal supervision - Consistently delivers key work outputs on time and on budget
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 Council's 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

- Relevant qualifications or demonstrated experience in office administration or business services environment.

Essential Experience

- Minimum of two years' experience in an administrative and customer support role.
- Demonstrated commitment to delivering exceptional customer service.
- High-level communication skills, both written and verbal.□
- Strong organisational and time-management skills, with the ability to manage competing priorities.
- Ability to work effectively both autonomously and as part of a collaborative team.
- Proven ability to negotiate, adapt, and perform under changing priorities and time pressures.
- Ability to maintain strict confidentiality in all matters relating to services provided.

- Demonstrated capacity to learn departmental functions and apply new knowledge for personal and professional development. ☐
- Proven ability to monitor, prioritise, and manage workload to meet tight deadlines. ☐
- Sound knowledge and understanding of Microsoft products, including Word, Excel, and other Windows-based applications.

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?	☐	☒
Does this position require incumbent to undergo criminal reference check?	☐	☒
Does this position require incumbent to demonstrate good driving Licence class required: No Licence Required	☐	☒
Will incumbent need to make disclosure of pecuniary interest?	☐	☒
Could there be a conflict of interest with secondary employment?	☒	☐
Does this position have an inherently high risk for fraud and corruption?	☒	☐