CANTERBURY BANKSTOWN

Position Title	Business Coordinator
Department	City Assets
Unit	Asset Design
Team	
Supervises	Nil
Reports To	Manager
Grade	I
Date Prepared	9/11/2022
Date Last Updated	22/01/2025

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 business unit and provide technical support to the Unit Manager, leaders and team members with operational business requirements and assist in process improvement initiatives with a customer focused approach.

Accountabilities

- Work with team members to assist in process improvement and implementation of new technology.

- Complete business and technical administrative duties and fulfil relevant processes relating to the needs of the unit as directed.
- Prepare correspondence and reports (including Council Reports) as required/directed.
- Communicate effectively with internal/external stakeholders.
- Share learnings, raise issues and concerns and actively contribute to identification, development and implementation of business and process improvement initiatives. Optimise available technology to improve service delivery.
- Assist the Unit Manager in the preparation and management of budgets, Business Plan, WHS Plan, briefings and presentations.
- Keep up to date with industry trends, legislation, programs and resources and share knowledge with team.
- Analyse and evaluate service improvement requests or ideas, monitor and evaluate performance towards Units goals and objectives.
- Identify, prepare and implement key performance indicators for the relevant measurement of the unit's performance.
- Assist in the development, preparation and administration of project/contract documentation including briefs, specifications and contracts.
- Actively participate in regular team meetings with other team members and represent the team at internal and external meetings and functions as required.
- Collaborate with other Business Support Coordinators and/or Officers and the Executive Business Manager of the Department to achieve strategic goals.
- Complete other relevant tasks as directed.

Business Coordinator

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		
Think and Solve Problems	Adept	• Draws on numerous sources of information, including past experience, when facing new • Demonstrates an understanding of how individual issues relate to larger systems • Makes appropriate recommendations based on synthesis and analysis of complex numerical • Uses rigorous logic and a variety of problem solving methods to develop workable solutions • Anticipates, identifies and addresses risks and issues with practical solutions
Relationships		
Work Collaboratively	Advanced	• 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	• 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		
Act with Integrity	Advanced	• Models ethical behaviour and reinforces it in others • Represents the organisation in an honest, ethical and professional way and sets an example for others to follow • Promotes integrity, courage and professionalism inside and outside the organisation • Monitors ethical practices, standards and systems and reinforces their use • Proactively addresses ethical and people issues before they magnify
Results		
Innovate and Improve	Advanced	• Encourages independent thinking and new ideas from others • Draws on developments and trends in the industry and beyond to develop solutions • Supports experimentation and rapid prototyping to test and refine innovative solutions • Develops/champions innovative solutions with long standing, organisation-wide impact • Explores creative alternatives to improve management systems, processes and • Contributes own knowledge and experience to

* 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

- Relevant qualifications and demonstrated experience in business and technical support related to administering a contemporary Design Office.
- Experience in the procurement of specialist consultants and personnel.
- Class C Drivers' License

Essential Experience

- Minimum of 5 years experience in a business and technical support role
- Demonstrated exceptional level of customer service
- Demonstrated high-level communication skills, both oral and written including reports
- Demonstrated innovative decision making
- Demonstrated organisational and time management skills, working to tight deadlines and changing priorities
- Ability to work as part of a team and autonomously
- High level computer skills including sound knowledge Microsoft Office products

Desirable Qualifications and or Experience

- Experience using corporate software such as Sharepoint, Pathway, HR systems and SAP financial software.

- Experience using software packages for Recruitment and engagement of contigent labour hire etc.

- Working knowledge of Federal, State, and Local Government services and responsibilities, e.g. LGP.

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: C Class Drivers Licence	☑	☐
Will incumbent need to make disclosure of pecuniary interest?	☑	☐
Could there be a conflict of interest with secondary employment?	☑	☐