



Position Details

Position title:	Safety and Amenity Team Leader Business Support
Award Classification:	Band 6
Department:	City Growth and Development
Date Approved:	May 2025
Approved By:	Manager Safety and Amenity

Organisational Relationships:

Reports To:	Manager Safety and Amenity
Supervises:	BSO Animal Management, BSO Health Services, BSO Planning Compliance, BSO Local Laws and City Amenity
Internal Stakeholders:	Council Employees, Executive Team and Councillors
External Stakeholders:	Residents, members of the public, government representatives, Statutory Authorities, clients, suppliers, consultants and Contractors.

Position Objectives

- The Senior Safety and Amenity and Team Leader Business Support Officer works closely with the Manager Safety and Amenity department to achieve strategic objectives by providing high level executive and administrative support to the Manager and key department leaders.
- This role leads a team of Business Support Officers in providing a full range of administrative support services for the department.
- Reporting to the Manager Safety and Amenity, this role will champion best practice, support department Business Support Officers with training and continuous improvement, and contribute to a strong culture of customer service and organisational performance.

Key Responsibilities and Duties

- Deliver high level executive support for the Manager Safety and Amenity and the department.
- Support a team of Business Support Officers to deliver a range of administrative functions for the department.
- Collaborate with key staff across the organisation to share and identify better practices, training and development needs, and coordinate support activities.

- Monitor departmental customer, CEO and councillor requests for the department and support these being actioned in a timely manner.
- Regularly review internal administrative systems to ensure efficiency and effectiveness of existing processes and timely identification and documentation of processes.
- Support the preparation of all Council reports and briefings and monitor the progress and flow of documentation for ELT/Council Meetings to ensure that this goes out in accordance with internal deadlines.
- Lead departmental support function including the supervision, coaching, performance management, training, and development of a team of Business Support Officers.

Accountability and Extent of Authority

- Accountable for the security and confidentiality of information and advice emanating from the General Manager and within the department.
- Accountable for the management of day-to-day workload and meeting deadlines.
- Accountable for leadership and management of the Departmental Support Team

Judgement and Decision Making

- Utilise personal judgment in performing a range of tasks, following well understood procedures and directions given.
- Track expenditure by monitoring General Manager's budget.
- Provide guidance and advice to the Department in relation to internal processes and General Manager and leadership team actions.

Specialist Skills and Knowledge

- Understand and connect the organisations vision and goals to be able to connect the team and the work that you do to these goals.
- Ability to efficiently prioritise workload and build strong rapport with colleagues to deliver positive outcomes for the department.
- Effectively manage staff reporting to you with various levels of competencies.

Management Skills

- Ability to manage own time, plan and organise own and others workloads and support the development of a diverse range of staff in varying roles.
- Provide advice, guidance, coaching and performance improvement management as required for their direct reports.

Interpersonal Skills

- Demonstrated ability to maintain confidentiality.
- Excellent communication skills and proven ability to work effectively in a team environment.
- A demonstrated commitment and alignment to the organisation's values and a can-do, positive mindset.

Qualifications and Experience

Academic: Degree or diploma in Administration, Business Management, or other relevant discipline and relevant experience in a similar environment; or lesser formal qualifications with more extensive relevant experience.

Experience:

- Experience providing high level administration support to senior management.
- Experience leading, developing and supervising Team members / representatives that may be located across multiple sites or off site working remotely.
- Experience managing customer expectations and relationships, dealing with difficult stakeholders and negotiating agreed solutions or similar experience.

Child-Safe Standards

- Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

Security Requirements and Professional Obligations

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia



- Sufficient proof of their identity.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.

Key Selection Criteria

- Demonstrated experience of providing excellent executive administration and business support and capability to lead and motivate a small administrative team.
- Demonstrated ability to work under pressure, manage own workload, and maintain confidentiality.
- Excellent interpersonal and written communications skills including the ability to support departmental leaders in the development of letters, presentations and other correspondence.
- Demonstrated ability to promote customer service, respond to customer service issues and propose improvement processes.
- A demonstrated commitment and alignment to the organisation's values and a can-do, positive mindset.
- Demonstrated advanced Microsoft Office skills and capability to quickly grasp enterprise systems such as finance, customer relationship management and records management.

City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.