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| Position Title | Business Support Officer |
| Group/Portfolio | Campus Life – Griffith Accommodation |
| Classification | HEW Level 5 |
| Position Number | 00058664 |
| Reports To | Accommodation Manager |
| Employment Type | Continuing |

1.0 Position Purpose

The Business Support Officer will contribute to the effective and efficient operations of Accommodation services and provide high level support to the Accommodation Manager. This position is a member of the Griffith Accommodation team which provides services to Accommodation staff and residential students.

2.0 Eligibility Requirements

- The occupant of this position will hold relevant tertiary qualifications or an equivalent combination of relevant experience and/or education/training.
- Be eligible for, or hold a Blue card

3.0 Key Responsibilities

- Provide general administration support to the Accommodation Manager including research, analysis and response on project tasks and collating reports relevant to Griffith Accommodation.
- Effectively manage administrative elements such as incident reporting, statistics, procedures, business documentation, marketing material, website accuracy and coordinate meetings.
- Support the Operations Coordinator in managing the WHS, compliance and legislative requirements of Griffith Accommodation including inspections, process improvement, procedure updates, training & development activities, record keeping and reporting.
- Provide operational support to the Residential Life Coordinator and Operations Coordinator as and when required.
- Under general direction, manage the day-to-day business functionality of Starrez system as well as provide project management support to the Operations Coordinator in regards to system updates and change functionality within system.
- As directed by the Manager, Griffith Accommodation, the position may be required to take on other responsibilities, commensurate with the expectations of a role at this level,

which contribute to the overall objectives of the work unit.

- Ensure compliance with relevant legislation and University policies and procedures, including equity and health & safety and exhibit good practice in relation to same.
- Be a leading example of the principles and values embodied in the University's Code of Conduct, and behave, act and communicate at all times to reflect fairness, ethics and professionalism.

4.0 Key Capabilities

- Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates' success, in the rapidly changing future world of work. We have established a Griffith University Capability Development Framework to provide a common language of some of the non-technical organisation skills that will support our staff to thrive now and into the future. The Capability Development Framework will assist you to understand the current skill level of this position in the non-technical but critical skill domains that are increasingly important in a changing workplace context.

To read about some of the non-technical organisation skills for this position, please see the Leads Self section of our [Capability Development Framework](#).