

Position Description

Position Title	Business Support Officer
Directorate	Community Development
Business Unit/s	Community Safety
Reports to	Team Leader Business Support
Classification	Level 5 - Inside Workforce Agreement

Organisational Overview

The City of Stirling (the City) is located eight kilometres north of Perth's central business district and covers an area of around 100 square kilometres from Scarborough, Trigg and North Beach in the west to Balga and Inglewood in the east, and from Beach Road in the north to Herdsman in the south.

The City is the largest local government by population in WA with over 243,000 residents. We provide more than 200 services to our thriving community, including recreation centres, libraries, home and community care, safety, and events.

The City has a workforce of around 1,400 people and a genuine commitment to invest in our employees to achieve an inclusive, diverse, engaged and capable workforce. The City is recognised for supporting work-life balance through a wide range of flexible work options and offering a range of policies and benefits to create opportunities and an enjoyable and fulfilling employment experience.

Organisational Vision, Mission Statement and Values

Vision

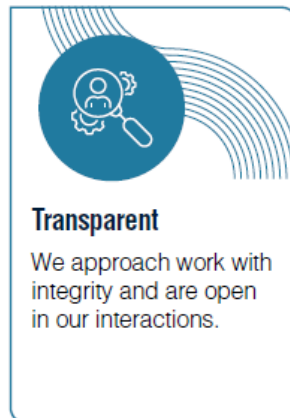
A sustainable City with a local focus.

Mission Statement

To serve our community by delivering efficient, responsive and sustainable service.

Values

The City of Stirling's core values are:



Reporting Relationships

This position reports to the Team Leader Business Support.

Position Overview

- Deliver a business support function that is cross-functional across all Community Safety services, responsive to the community and committed to continuous improvement to deliver on the City's strategic objectives.
- Provide excellent customer service and efficient administrative support for the Community Safety business unit.

Position Objectives

Operational

- Administration for the Community Safety business unit ensuring that high quality customer service is delivered to the City's Internal and external customers with a focus on continuous improvement.
- Assess and process all infringements (parking, litter, bush fire and animal) and subsequent infringements reviews by updating the City's core systems and replying to relevant correspondence including appeal acknowledgement, documentation for referral to the Fines Enforcement Registry, and for court prosecutions.
- Coordinate and administer functions relating to Community Safety team including:
 - Animal registrations, renewals, and refunds processes.
 - Processing animal and parking permits in accordance with the established practices.
 - Record and maintain information relating to impounded vehicles and goods.
 - Processing all complaints and correspondence, escalate complex matters to the Team Leader Business Support.
 - Processing infringement reminder and final demand notices, appeals and registering unpaid infringements to the Fines Enforcement Registry.

- Update and maintain appropriate records management system/s ensuring all documents are indexed correctly.
- Provide support and assistance in the use corporate systems across the business unit.
- Collate evidence files as requested.
- Assist with the development and implementation of projects across the business unit.
- Processing Purchase Orders including:
 - Create requisitions.
 - Manage purchase orders (including amending, cancelling, and delivering)

Continuous Improvement

- Proactively generates and implements creative and innovative ideas and solutions.

Corporate Responsibilities

- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Observe all safe working practices and work as directed by your supervisor.
- Ensure that you take reasonable care to ensure your own safety and health at work and that of others.
- Takes responsibility for and actively promotes the importance of the City's Risk Management processes, encouraging others to apply it and achieve positive results from it throughout their work.
- Understand the principles of customer service and undertake duties and responsibility in accordance with the City's Customer Service Charter.
- Undertake duties and responsibilities in accordance with corporate policies, management practices and procedures and demonstrate expected behaviours aligned with the City's Code of Conduct.
- Undertake Community Engagement where required, to optimise trust, inform decision-making, share knowledge, and strengthen relationships with the community in accordance with the City's Community Engagement Policy.
- Perform other duties as directed.

Selection Criteria

Qualifications/Education Level	
Certificate III in Business Administration or relevant work experience. (i.e Paralegal, legal studies, Administration, etc).	Essential
Knowledge, Skills, Experience & Abilities	
Highly developed interpersonal skills including the ability to liaise effectively with internal and external customers including effective conflict resolution and negotiation skills.	Essential
Demonstrated ability to problem solve focusing on a favourable solution to meet the customer need.	Essential
Intermediate skills using MS Office Suits (Word, Excel, Outlook, PowerPoint).	Essential
Highly developed written and verbal communication skills (including letter and report writing) including the ability to communicate at all levels.	Essential
Ability to interpret and apply State and Local Laws and Codes, relevant Acts and Local Government Act.	Essential
Knowledge of infringement processing systems (i.e Technology one)	Desirable
Well-developed organisational skills with the ability to effectively prioritise multiple tasks and coordinate conflicting priorities to meet deadlines.	Essential
Demonstrated experience in administration, finance, budget monitoring, contract development and administration and project management.	Essential
Demonstrated experience in development of and dealing with procedural/administrative methods in an enforcement environment.	Desirable
Other	
National Police Clearance (under 3 months).	Essential
Current Driver's Licence	Essential

Office use only

Position Creation Date	Date	January 2023	Officer	Manager Community Safety
Last reviewed/Modified	Date	February 2023	Officer	Manager Community Safety