POSITION DESCRIPTION

TITLE **EXECUTIVE & BUSINESS SUPPORT OFFICER INFRASTRUCTURE & OPERATIONS**

LEVEL **BAND LEVEL 4**

RESPONSIBLE TO **DIRECTOR INFRASTRUCTURE & OPERATIONS**

Position Status	Casual
Position Approved by Geoff Thomas DIRECTOR INFRASTRUCTURE AND OPERATIONS	9/09/2026 Date

POSITION OBJECTIVES

To provide executive, governance and business support to the Infrastructure & Operations Directorate, enabling effective coordination of Directorate priorities, services and commitments.

The position provides a key coordination point between the Director, Program Leaders, Managers, Council officers, Elected Members and external stakeholders, with particular responsibility for customer request coordination, committee support, business systems, reporting and action tracking.

KEY RESPONSIBILITIES

- Provide executive and business support to the Director Infrastructure & Operations, including coordination of correspondence, meetings, briefings, reports, actions and competing priorities.
- Coordinate the administration of designated Council committees involving Elected Members, including preparation and coordination of agendas and supporting documentation, meeting attendance, minutes, action registers and follow-up.
- Provide backup support to the CEO/Mayor's Executive Assistant in the administration of Ordinary Council Meetings (OCMs) and Strategic Development & Business (SD&B) sessions, including agenda management and live minute-taking as required.
- Coordinate and monitor Customer Request Management System (CRMS) processes across Infrastructure & Operations, including allocation, progress, ageing, response and closure, escalation of overdue matters, identification of recurring issues and process improvement.
- Coordinate and collate information for Council reports, Executive Management, workshops, briefings, corporate reporting and governance requirements.

- Maintain Directorate registers, action lists, schedules, records and monitoring systems, ensuring information is accurate, timely and appropriately captured in Council's business and records management systems.
- Coordinate information and follow-up across Program Leaders, Managers and officers to support the progression of matters, commitments, actions and deadlines.
- Provide administrative support for procurement, contract administration, grants and other Directorate functions in accordance with Council policies, procedures and delegations, including designated backup support to the Senior Administrative Officer.
- Maintain a working knowledge of key Directorate business and administrative processes to support business continuity during periods of leave, vacancy or other unavailability, including documenting and sharing relevant procedures and knowledge.
- Identify and contribute to improvements in business systems, administrative processes, customer service, reporting and information management.
- Undertake research and provide coordination and administrative support for projects, initiatives and other matters as directed by the Director Infrastructure & Operations.
- Provide professional and timely service to Elected Members, Council officers, contractors, consultants, government agencies, customers and other stakeholders, maintaining appropriate confidentiality and discretion.
- Comply with Council's Work Health and Safety requirements, policies and procedures, and undertake other duties within the scope of the position as directed.

CLASSIFICATION CRITERIA

AUTHORITY AND ACCOUNTABILITY

- Accountable to the Director Infrastructure & Operations for the effective, accurate and timely performance of the position.
- Independently coordinate designated business, governance and administrative activities within Council policies, procedures and delegations.
- Accountable for the accuracy and timeliness of committee documentation, CRMS coordination, reporting, records and action tracking.
- Exercise initiative in identifying matters requiring action or management attention and refer matters outside the position's authority or specialist expertise.
- Exercise appropriate confidentiality and discretion when dealing with sensitive, commercial, political and Elected Member matters.

JUDGEMENT AND PROBLEM SOLVING

- Exercise sound judgement and initiative in managing competing priorities and deadlines.
- Assess routine and moderately complex business and administrative matters and determine appropriate action within established policies, procedures and priorities.
- Identify information gaps, delays, outstanding actions and emerging issues and coordinate follow-up or escalation as appropriate.
- Identify recurring customer, administrative or business process issues and contribute to practical improvements.

SPECIALIST KNOWLEDGE AND SKILLS

- Sound computer / Data entry, and literacy skills.
- Excellent verbal and written communication skills.
- Attention to detail and accuracy in undertaking operational activities.

MANAGEMENT AND COORDINATION

- Coordinate activities, information, stakeholders and deadlines across the Directorate without direct supervisory responsibility.
- Organise and prioritise work with a high degree of autonomy.
- Establish and maintain effective systems for monitoring actions, requests, deadlines and deliverables.
- Support knowledge sharing, process documentation and business continuity across relevant Directorate functions.

SPECIALIST KNOWLEDGE AND SKILLS

- Well-developed business administration, coordination and organisational skills.
- Demonstrated ability to coordinate committees and meetings, including agendas, supporting documentation, minutes and action registers.
- Knowledge and practical experience in customer request management, records management and corporate business systems.
- Well-developed computer skills, including Microsoft Office applications and the ability to quickly learn and effectively use Council-specific systems.
- High standard of written and verbal communication, including preparation of correspondence, minutes, reports and other business documentation.
- High level of attention to detail and accuracy.
- Ability to understand and coordinate information relating to a broad range of operational and technical activities without necessarily being the technical subject matter expert.
- Ability to apply Council policies, procedures, systems and relevant legislative requirements to the performance of the position.

INTERPERSONAL SKILLS

- Ability to communicate effectively with Elected Members, senior management, Council officers, contractors, consultants, government agencies, customers and members of the public.
- Ability to establish productive working relationships and obtain cooperation across different functions and levels of the organisation.
- Demonstrated tact, discretion and sound judgement when dealing with sensitive or confidential matters.
- Ability to identify, discuss and assist in resolving issues in a constructive and professional manner.
- Ability to maintain a professional and customer-focused approach when working under pressure and managing competing demands.

QUALIFICATIONS AND EXPERIENCE

- Certificate IV in Business, Business Administration, Local Government, Governance or a related discipline, or equivalent relevant experience.
- Demonstrated experience in business support, executive support, governance, administration, local government or a similar environment.
- Experience coordinating meetings or committees, including preparation of agendas and supporting documentation, minute taking and action tracking.
- Experience using customer request, records management or other corporate business systems.
- Experience in procurement and/or contract administration is desirable.
- Experience in local government or the public sector is desirable.

KEY SELECTION CRITERIA

Applicants will be assessed against the following:

- Relevant qualification and demonstrated experience in business, executive, governance or administrative support.
- Demonstrated ability to coordinate multiple activities, stakeholders, priorities and deadlines.
- Demonstrated experience in committee and meeting coordination, including agendas, supporting documentation, minutes and action tracking.
- Demonstrated ability to use customer request or similar corporate systems to monitor matters, identify overdue or incomplete actions and support timely resolution.
- Demonstrated understanding and application of organisational policies, procedures, systems and relevant legislative requirements.
- Highly developed written and verbal communication skills, including the ability to prepare clear and accurate correspondence, minutes and reports.
- Demonstrated initiative, organisation and ability to work autonomously while recognising matters requiring escalation.
- Demonstrated ability to develop productive working relationships and obtain cooperation across organisational functions and levels.
- Demonstrated judgement, tact and discretion in dealing with sensitive, confidential, commercial and Elected Member matters.
- Demonstrated commitment to high-quality customer service and Council's values, policies and procedures.
- Commitment to Work Health and Safety requirements.
- Current Northern Territory driver's licence.
- Satisfactory pre-employment medical and criminal history check where required.

PRE-EMPLOYMENT REQUIREMENTS

- Pre-employment medical assessment where required.
- Criminal history check where required.
- Current Northern Territory driver's licence.

POSITION DESCRIPTION REVIEW

This Position Description may be reviewed and amended from time to time to reflect changes in Council's organisational structure, priorities, legislation, systems, technology or service delivery requirements, provided the changes remain consistent with the overall purpose and classification of the position.

Approved (Manager/Supervisor) Date

Employee Date