

Position Title	Department Business Services Officer
Directorate	City Futures
Department/Business Unit	Project Delivery & Project Management Office
Team	Project Delivery & Project Management Office
Classification	Band 6
Date	May 2026
Reports to:	Chief Infrastructure Officer
Supervises:	Nil
Internal Liaison:	Manager, Project Managers, Program Support Officer, other support staff
External Liaison:	Community Agencies, Stakeholders, Authorities, Contractors, Residents, Community Groups, Consultants, Some Government Departments

Position Objectives

Your primary purpose in this position is to:

- To provide effective and confidential support to the Chief Infrastructure Officer.
- Provide a high- level of business and administrative support to support the effective and efficient operation of the PD & PMO Team
- To provide alignment with the strategic direction and proposed department planning activities for the business unit.
- To provide co-ordination of internal business functions (with the support of an external consultant) for the planning, monitoring and measuring of proposed department planning activities.
- To develop and manage a schedule of tasks and timelines for the effective delivery of proposed department planning activities.
- To manage the administrative functions and outputs related to department planning activities, including documentation, financial analysis, and communications across the Project Delivery & Project Management Office Business Unit.

Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position

- Degree or Diploma qualification in Business Administration, Project Management with some relevant experience or through lesser formal qualifications and substantial relevant experience, or alternatively substantial relevant experience coordinating a complex administrative function.
- High level of knowledge and experience of business support processes and requirements and an ability to design appropriate office management systems and improve business support operations.
- Demonstrated high level experience in providing quality project and executive support to senior officers.
- Demonstrated excellent customer service skills, combined with an ability to liaise, consult and advocate with a diverse range of stakeholders.
- Demonstrated ability to identify sensitive matters and exercise diplomacy, confidentiality and discretion accordingly.
- Demonstrated high level communication negotiation and interpersonal skills (oral and written) including ability to communicate effectively with various stakeholders in a culturally diverse workplace and community.
- Demonstrated well developed analytical, investigative and problem-solving skills including ability to show leadership and support others to operate as part of a team in achieving project and administrative requirements.
- Demonstrated highly developed computer skills across the Microsoft Office suite of programs as well as an ability to operate a range of corporate databases, Document Management and reporting systems.
- Demonstrated knowledge of budgeting, financial processes and accounting systems.

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

- satisfactory (and ongoing) Working with Children's Check (Employee Check)
- satisfactory (and ongoing) Police Check

Position Specific Responsibilities & Skills

In this position, you are responsible for:

<p>Support to Chief Infrastructure Officer</p>	<ul style="list-style-type: none"> • Provide business and administrative support to the Chief Infrastructure Officer. • Accountable for carrying out accurate, efficient and confidential project and executive support duties for the Chief Infrastructure Officer. • Provide project assistance for department planning activities in an efficient and effective manner. • Provide alignment with the strategic direction and proposed department planning activities for the business unit. • Demonstrate a strong team approach to the delivery of proposed department planning outcomes across Project Delivery & Project Management Office. • Manage sensitive information with confidentiality and tact to ensure that all information is managed in an appropriate and professional manner. • Assist Chief Infrastructure Officer with business planning, budget preparation, and monthly reporting.
<p>Project Support (Department Planning Activity Support)</p>	<ul style="list-style-type: none"> • Undertake research tasks to support the achievement of proposed department planning activities. • Coordinate staff and/or agency activities; arrange meetings and reporting processes to ensure the effective delivery of department planning activities. • Convene meetings and undertake the necessary arrangements to ensure the successful implementation of department planning activity outcomes. • Provide co-ordination of internal business functions (with the support of an external consultant) for the planning, monitoring and measuring of proposed department planning activities. • Develop and manage a schedule of tasks and timelines for the effective delivery of proposed department planning activities.
<p>Administrative Support</p>	<ul style="list-style-type: none"> • Effective diary management and forward planning for department planning activities. • Manage the administrative functions and outputs related to department planning activities, including documentation, financial analysis, and communications across the Project Delivery & Project Management Office Business Unit. • Develop and maintain an effective file management system for department planning activities, to ensure the Chief Infrastructure Officer is able to successfully achieve outcomes or meet responsibilities. • Maintain the highest possible standard of administrative processes, correspondence, reporting and customer service to present a professional, courteous and responsible approach • Respond to enquiries after seeking relevant information from responsible officers. • Undertake more complex tasks that may arise and when dealing with situations that arise, the application of a problem-solving process based on previous experience and of acquired skills will be required to enable the achievement of a suitable outcome before referencing to the Chief Infrastructure Officer. • Communicate with a range of service providers and professionals, internal and external to Council to achieve the position objectives.

	<ul style="list-style-type: none"> Proficiency of written and verbal communication. Well-developed interpersonal skills, including the ability to communicate effectively, both orally and in writing, with all levels of staff, Councillors, general public, consultants and public authorities
Customer Service	<ul style="list-style-type: none"> Contribute to a professional and compatible work environment by providing a helpful, efficient and courteous service to all customers to reflect a positive corporate image of the Project Delivery & Project Management Office Business Unit and Council. Display political astuteness and sound judgement in order to balance the expectations of various stakeholders. Work in an unbiased and professional manner Ability to adapt behavior and management style to the cooperation and assistance from a wide range of clients, members of the public and other council employees. Ability to work cooperatively as part of a team. Well-developed conflict resolution skills.
Continuous Improvement Innovation	<ul style="list-style-type: none"> Positively embrace, adopt and meet the challenges of change as it occurs within the organisation while possessing a 'can do' attitude to embrace new tasks and to assist others. Identify, develop and implement business improvement systems and procedures

Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

Child Safe Organisation

Greater Dandenong City Council has zero tolerance of child abuse and is committed to creating and maintaining a child safe and child friendly City where all children are valued and protected from abuse.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	<ul style="list-style-type: none"> Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Occupational Health and Safety	<p>All employees have responsibilities to:</p> <ul style="list-style-type: none"> Take reasonable care of their own health and safety. Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves. Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace. Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's occupational health, safety and return to work (RTW) policies and procedures. Participate in health and safety training programs and initiatives.

Child Safety	<ul style="list-style-type: none"> Comply with the organisation's Child Safety and Wellbeing Policy, Child Safe Code of Conduct and all other Council Child Safe Policies & Procedures Demonstrate a commitment to child safety, equity, inclusion, and cultural safety, in line with Council policies and the Victorian Child Safe Standards. Report any child safety concerns including breaches of Child Safe Code of Conduct in line with Council policies, the Reportable Conduct Scheme, and legal obligations.
Climate Change & Sustainability	<ul style="list-style-type: none"> Help support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
Compliance	<ul style="list-style-type: none"> Remain mindful of the requirements of the Victorian Charter of Human Rights at all times Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information. Perform other duties as directed within the limits of acquired skills, knowledge, and training. At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees. At all times, comply with Council's Code of Conduct - Staff.
Diversity, inclusion and equity	<ul style="list-style-type: none"> Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: <ul style="list-style-type: none"> zero tolerance of racism and expectations that staff will act on incidents of racism supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.
Gender Equality	<ul style="list-style-type: none"> Support Council's response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behavior, and reporting improper conduct in a timely manner.

Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

Working out of standard business hours

- Not required.
- This role may be subject to work related contact outside of normal business hours on an ad hoc, as needs basis. These hours will be subject to penalty or overtime rates.
- This role may be subject to work related contact outside of normal business hours. This position may require participation in an on-call, stand-by or availability roster. (Refer to 'Working out of hours' under position specific responsibilities.)

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Working independently – ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team based work – works in a team of people and not exposed to isolation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communicating with others – Verbally	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communicating with others - Written	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Concentrating – high levels of concentration required while completing required tasks	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planning and sequencing tasks and activities	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Decision making – required to exercise sound decision making while completing all aspects of the position	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Problem solving – requirement to develop sound solutions to novel or unusual problems arising during the course of the day	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reasoning – required to exercise sound reasoning while completing all aspects of the position within defined scope	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Judgement – required to exercise sound judgement while completing all aspects of the position within defined scope	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Short and long-term memory recall – ready access to documented procedures or precedents to perform requirements of the position	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emotional resilience – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements

- This position requires more than 10% (on average) daily work rate of manual handling/physical exertion. [If this position requires $\geq 10\%$ (on average) daily work rate of manual handling / physical exertion, a Task Analysis is then required to be established by an Occupational Therapist [OT] for further assessment (please contact the OHS Team for further information).]
- This position requires a vision test
- This position requires a hearing test

Note: To determine % of manual handling / physical exertion on average per working day.

7.6 hour day = 456 minutes. 10% of 456 minutes = 45.6 minutes per day.

8.00 hour day = 480 minutes. 10% of 480 minutes = 48.0 minutes per day.

8.44 hour day = 506 minutes. 10% of 506 minutes =50.6 minutes per day.

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Standing – standing in an upright position, moving less than 3 steps		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawling – Move on the hands & knees or by dragging the body close to the ground		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling – To lower the body		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching – Extending arms out in any direction		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine manipulation/pinch grip – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Power/open hand grip – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing/typing		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climb ladders		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb or descend stairs		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low level work – Performing manual handling actions at or near ground level		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manual Handling					
Lift/Carry/Hold – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling – Applying force to move something away or closer to one's self, including static positions		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kilograms of force (kg.f) – Amount of force or effort required to perform a specific task or part of a task		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weight requirements – lift, carry, push, pull or hold					
1-5kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.1 – 15kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.1 – 20kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift overhead		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Band descriptors (as defined in Council's Enterprise Agreement)

These descriptors help to classify the position:

Accountability and Extent of Authority

The position is directly held responsible for:

- Where the prime responsibility is to provide specialist advice to clients or to regulate clients, the freedom to act is subject to regulations and policies and regular supervision. The effect of decisions and actions taken in

this Band on individual clients may be significant but it is usually subject to appeal or review by more senior employees.

- Where primarily involved in policy development, the work is usually of an investigative and analytical nature, with the freedom to act prescribed by a more senior position. The quality of the output of these positions can have a significant effect on the process of policy development.
- Have a formal input into policy development within their area of expertise and/or management.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- The nature of the work is usually specialised with methods, procedures and processes developed from theory or precedent.
- The work may involve improving and/or developing methods and techniques generally based on previous experience.
- Problem solving may involve the application of these techniques to new situations.
- Guidance and advice are usually available.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Proficiency in the application of theoretical or scientific disciplines, including the underlying principles as distinct from practices.
- An understanding of the long-term goals of the Business Unit and of the relevant policies of both the unit and the wider organisation.

Management & Interpersonal skills

The essential position requirements include:

- Managing time, setting priorities, planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Requires an understanding of and an ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees development.
- Gain cooperation and assistance from clients, members of the public and other employees in the administration of defined activities and in the supervision of other employees as required.
- Liaise with counterparts in other organisations to discuss specialist matters and with other Council employees in other functions in their own organisation to resolve intra-organisational problems.

Verification & Approvals

We certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
Occupant			

Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Demonstrates respect for the wide range of views and perspectives that are expressed in their teams
- Contributes effectively to team meetings
- Demonstrates commitment to team decisions
- Demonstrates respect for other team members

Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Is able to explain the relationship between own work activities and the goals and objectives of the team
- Prioritises work based on the needs of the team
- Shares relevant information as and when appropriate
- Consistently does her/his share of the work

People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Is active in identifying opportunities for ongoing growth and development
- Seeks feedback with a view to personal and professional development
- Looks for opportunities to grow skills and knowledge
- Is proactive in managing own career development

Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Incorporates key issues impacting the broader environment into the way they undertake their work
- Responds flexibly to change
- Shows resilience in times of change
- Seeks support during times of uncertainty

Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Demonstrates a willingness to take informed risks in solving client issues
- Ensures tasks are consistently completed to the required standard
- Responds promptly and appropriately to requests for service
- Consistently follows established practices and procedures

Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Is friendly and responsive to clients/customers
- Strives to deliver quality client/customer outcomes
- Deals with client/customer issues with concern and a sense of importance

Self-management

- Accepts personal responsibility for outcomes within their control

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered

Safety, health and wellbeing Dandenong's ethical and organisational standards

- Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience
- Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement
- Actively participates in discussions and activities aimed at improving safety, health and wellbeing
- Takes responsibility for the personal safety, health and wellbeing of self and immediate others
- Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

Council's REACH Values

Respectful

We respect and care about our community, each other and ourselves.

We act with integrity at all times and in all matters.

We take time to listen to and seek to understand the other point of view.

We strive to understand and respect the diversity of our community and our workplace.

We understand our role in the community and respect the responsibility that comes with

Creative

We care about getting the best outcomes.

We constantly ask: What's the future and what's possible?

We have the courage to try new ideas.

We strive for excellence in everything we do.

Engaged

We listen to our community and respond.

We work together with our community and each other, to achieve the best outcome.

We have the confidence to challenge the status quo, to reach for better outcomes.

We are action-oriented in identifying and responding to new challenges.

Honest

We tell the truth, even when we know people may not want to hear it.

We form our opinions and give advice from sound, evidence based research.

We act with humility and apply the highest standards of ethical behaviour to everything we do.

Accountable

We are proud of our city, our community and our achievements.

We spend our time and effort on solutions rather than looking for someone to blame.

We take responsibility for our actions.

