

INFORMATION PACKAGE

Shire of East Pilbara

Business Support Officers

Job code: #246, #255, & #256

Temporary | 3 Positions Available | Newman | Living Allowance up to \$15,000 p.a.

Join our dynamic team in the largest Shire in the Pilbara!

The progressive Shire of East Pilbara, the largest local Government Authority in Western Australia, servicing the town sites of Newman, Marble Bar, Nullagine and local communities, is offering an exciting opportunity to work for a visionary Chief Executive Officer.

Join the journey to creating the incredible as our **Business Support Officers**.

You will have:

- Demonstrated knowledge and competency in administrative support, as evident through relevant transferable experience or successful completion of a relevant Business Certificate.
- Demonstrated ability to maintain confidentiality and sensitivity.
- Demonstrated customer and co-worker communication skills (written and otherwise).
- Demonstrated personal and work organisational skills.
- Minimum Year 12 English and Maths.
- Current WA 'C' class driver's license.
- National Police Clearance Certificate.

Remuneration and Benefits:

- Salary between \$58,000 and \$74,000 p.a., *plus...*
- 15.5% Employer Superannuation Contribution (subject to employee matching contribution), *plus....*
- Living Allowance up to \$15k per annum, *plus....*
- Eligibility for Long Service Leave and Professional Development, *plus....*
- Discount on gym, recreation and aquatic centre memberships.

Make this role your own in the heart of the Pilbara where the extraordinary happens. Join a Team working with passion and purpose aimed at proactively achieving the Shire's Vision and Objectives while living its values of **Leadership** with **HEART - Honesty, Excellence, Accountability, Respect and Teamwork**.

To Apply

Please submit a current **Resume** and **Cover Letter** addressing the **Essential Criteria** in up to three pages via our website: <http://www.eastpilbara.wa.gov.au/about-us/employment-opportunities> where the Application Package along with the Position Description can also be downloaded. If you are unable to apply via our website, please submit your application by emailing recruitment@eastpilbara.wa.gov.au.

The Shire of East Pilbara is committed to eliminating all forms of discrimination in the provision of our services. We embrace diversity and strongly encourage applications from Aboriginal and Torres Strait Islander peoples, people from culturally diverse backgrounds and people with disabilities.

Closing date:

Applications for this position are open until a suitable pool of candidates is received. This means this vacancy may close without notice. If you are interested in this position, we highly recommend you apply as soon as possible.

For enquiries relating to the application or recruitment process, please contact **People & Culture** on (08) 9175 8000 or recruitment@eastpilbara.wa.gov.au

www.eastpilbara.wa.gov.au

Shire of **EAST**
Pilbara
THE HEART OF THE PILBARA

POSITION DESCRIPTION

Shire of East Pilbara

Position Title

Business Support
Officer

Directorate

Aviation & Regulatory
Service, Community
Services, & Corporate
Services

Reports to

Relevant Director

Position Number

#246, #255, & #256

Position Level

LGIA 3/4

Position Summary

As directed by the Director, provide business and administration support.

The role includes:

- Identifying opportunities for administrative workflow and business support improvement.
- Information searches to assist the Director in meeting divisional objectives and achieve the Shire of East Pilbara's vision.
- Supporting the Director across a variety of business support functions, including monitoring and facilitation of workflows, record-keeping, administrative workload over-flow, and corporate meeting support.
- Providing customer and administration support as directed, with a degree of confidentiality and sensitivity.

Position-Level, Principles, Obligations & Accountabilities

The primary outcomes of this position type include:

- Supporting and promoting the "culture" and "values" of the Shire of East Pilbara evidenced through personal commitment, personal behaviour, language and the achievement of results;
- Contributing to employee and customer satisfaction, engagement and excellence;
- Collaboratively participating in teams to deliver projects and outcomes for and on behalf of the Shire;
- Effectively communicating and cooperating with internal and external stakeholders as applicable to maintain positive relationships with the Shire;
- Actively contributing towards the achievement of financial efficiencies and quality of service, as directed;
- Proactively reporting upon, and mitigating, risks.

Role Accountabilities

Business Support

- Identify opportunities for administrative workflow and business support improvement.
- Support the Director across a variety of business support functions, including monitoring and facilitation of workflows, record-keeping, Directorate administration workload overflow and corporate meeting support.
- Provide a confidential business support ensuring a coordinated and consistent approach to business activities and issues.
- Assist with action tracking/monitoring.
- Be mindful of the Shire's customer service charters when attending to the issues and concerns of Councillors, residents, businesses, visitors and the broader community and escalate issues where appropriate.
- As directed, assist the Director with control and reporting of human, physical, financial and technological resources.
- Assist with the implementation of relevant policies and procedures consistent with Shire operational requirements.
- Assist with a range of correspondence and communications as directed, paying attention to quality, accuracy and timeliness.
- Assist with the formatting and proof reading of briefing notes, reports, correspondence and seek out information and data as required to support Directorate activities.
- Adhere to the Shire of East Pilbara's finance, budgeting and administration processes.
- Use internal administration systems including Synergy Soft for administration requirements.
- Attend, and contribute to, regular Directorate



meetings and training where required.

- Follow current Occupational Safety & Health policies, directives, instructions, and other requirements to actively contribute to a safe working environment.
- Undertake other duties as requested, which are in line with the position's responsibilities and classification level.
- Communicate administrative feedback to the Director as and when required.

Stakeholder engagement

- Maintain effective communication and collaborative working relationships with internal and external stakeholders as required.
- When required, act as the point of contact, providing a client-focused service to a range of internal and external stakeholders.

Selection Criteria

Applicants are required to address ONLY the Essential and Desirable criteria in their written application

Essential Criteria

- Demonstrated knowledge and competency in administrative support, as evident through relevant transferable experience or successful completion of a relevant Business Certificate.
- Demonstrated ability to maintain confidentiality

and sensitivity.

- Demonstrated customer and co-worker communication skills (written and otherwise).
- Demonstrated personal and work organisational skills.
- Ability to identify potentially sensitive social/work environment situations and adjust manner/behaviour accordingly.
- Minimum Year 12 English and Maths.
- Current WA 'C' class driver's license.
- National Police Clearance Certificate.

Desirable Criteria

- Certificate III or higher in relevant discipline or relevant experience resulting in the same level of knowledge.
- Knowledge of Local Government procedures and protocol or similar.
- Previous exposure to the application of policies, processes and procedures.
- Demonstrated capacity to act independently within established guidelines.
- Previous experience in financial or business reporting.

Remuneration details

Employment conditions in accordance with the Local Government Officers' (Western Australia) Award 2021.

Cash salary component:

- Base salary between **\$58,000 - \$74,000** p.a.
- 15.5% Superannuation Guarantee plus additional 5% subject to an employee contribution of 5%. The combined total of the Shire of East Pilbara contribution shall not exceed 15.5% of the specified salary.
- Living Allowance of up to \$15K per annum will be paid as per the Shire's policy and may be subject to change.

Hours of Work:

- As per the Award provision, ordinary hours of work are 38 hours per week.

In addition:

- Annual uniform allowance as per the Shire's policy.
- 5 weeks annual leave.
- Long Service Leave - Thirteen (13) weeks after ten (10) year continuous Local Government services.
- Annual Leave Travel Assistance - Following twelve (12) months (full time employment worth) completion of service one (1) return economy airfare to Perth, based on the cost of an airfare from Newman.

Accommodation:

- Shire accommodation is not provided with this position.

Other Benefits and services:

- Discounts for staff for the use of recreation and aquatic center facilities as per shire policy.
- Professional development is encouraged and promoted by providing staff training as necessary and attendance at seminars/conferences is also supported.

INFORMATION FOR APPLICANTS

Shire of East Pilbara

Employment Considerations

To be considered for a position at the Shire of East Pilbara, applicants must be able to satisfy the following appointment prerequisites by providing:

- Completion of 100-point identification check
- Current National Police Clearance
- Hold the appropriate rights to work in Australia
- Completion of a pre-employment medical

General accountability, Attitude, Behaviour and Conduct

Every person carrying out work for the Shire has a personal accountability for their observable attitudes, behaviour, and conduct. Obligations regarding these are contained in other documents such as:

- The Shire's Code of Conduct;
- Management directives and approved policies and procedures;
- Staff Values and behavioural commitment statements;
- Other lawful and reasonable directions from the employer, and particularly those relating to General Accountabilities of government employees.

Application

Your application should include a covering letter explaining your interest in the position (no more than three pages) and a current resume detailing your qualifications, experience and attributes for the position. It is essential that the information you provide is clear, concise and relevant, so that the selection panel can readily assess your claim for the position. It is up to you to demonstrate to the panel that you understand the requirements of the position and that you have the necessary knowledge, experience and qualifications to successfully carry out the duties.

Supporting an Inclusive and Diverse Workforce

The Shire of East Pilbara is an Equal Opportunity employer we recognise that our workforce is strengthened by diversity and actively foster an inclusive workplace.

Medical Examination

Following the interview process, the successful applicant will be required to undergo a medical examination. Full documentation for the requirements of the position will be given to the medical practitioner prior to the examination and the medical examination costs are paid by Shire. Existing illness will not necessarily preclude an appointee from the selection process.

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About The Shire Of East Pilbara

For the keen explorer, the Shire of East Pilbara is Australia's largest Shire, offering a diverse mix of desert sands from the Great Sandy and Gibson Deserts to the pristine coastal reserve of Cape Keraudren.

There are three towns in the Shire of East Pilbara: Newman, Marble Bar and Nullagine; each offering something unique.