

Position Description

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|----------------------------|--|-------------------|-----------------------------|
| Position Title | Business Support Officer | | |
| Position Number | TBC | Team | Administration |
| Classification | Level 3 | Reports to | Senior Business Coordinator |
| Workplace Agreement | Mount Barker District Council Inside Staff Enterprise Agreement No. 9, 2021 | Reports | Direct: - |
| | | | Indirect: - |

Role Purpose

What is the reason for the role's existence and the key contribution to GMB Water's success?

To provide administrative support to enable the efficient delivery of outcomes for GMB Water employees, customers and the wider community.

Key Objectives

What are the key objectives / results to be achieved unique to this role? (3-6 key accountabilities)

| Key Objectives | Objective Details (2-8 per accountability) |
|--|--|
| Clear, relevant and timely communication to stakeholders | <ul style="list-style-type: none"> Respond to, and coordinate responses to, customer and developer enquiries received in a professional manner within required timeframes Assist with the coordination and implementation of the adopted communication strategy Assist with the preparation and delivery of marketing and communication materials through social media, website updates and direct contact Support the coordination and administration of events for openings of completed projects and community consultations |
| Support the management of commercial arrangements | <ul style="list-style-type: none"> Support the processes to manage and effectively deliver revenue and other obligations that result from commercial wastewater and recycled water arrangements, including separate rate arrangements, wastewater agreements and other legal agreements with developers, and recycled water customer contracts Assist with meter reading billing and contract management for all recycled water, bore water and trade waste customers in partnership with the relevant internal groups Support the implemented business development activities of the team including processes for tracking opportunities, wastewater service and trade waste applications and customer issues resolution Assist with management of the septic tank desludge program through timely and accurate update of records Support realisation of grant funding opportunities by contributing to the preparation of quality submissions |
| Support capital project and program delivery and business plan development | <ul style="list-style-type: none"> With the Senior Business Coordinator, support the capital delivery team with contract management activities, administration and reporting, to ensure timely and efficient contract management to be undertaken Support the preparation of the Annual Report, Long Term Financial Plan, and other corporate plans |
| Administrative support to the GMB Water team | <ul style="list-style-type: none"> Adhere to excellent standards for professional and proactive administrative and organisational support services |

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| | <ul style="list-style-type: none">• Facilitate agenda and minute preparation and distribution for internal meetings• Coordinate and undertake ordering and distribution of office and staff supplies• Administration and issue of purchase orders and purchase requisitions for the team and process invoices received from suppliers in accordance with relevant policies and procedures• Support processing of trade waste applications and wastewater connection applications in a timely and efficient manner• Support the coordination of meter reading billing and contract management for all recycled water, bore water and trade waste customers in partnership with the relevant internal groups |
| Contribute to a collaborative culture, provide excellent customer service, and build and maintain strong stakeholder relationships | <ul style="list-style-type: none">• Utilise diverse experience and skills across GMB Water to deliver effective outcomes• Foster positive working relationships and effective communication with internal and external stakeholders based on a model of collaboration, partnership, respect and success• Promote a positive corporate image of GMB Water and ensure services provided are customer focussed, timely and of a consistently high standard• Maintain our social licence to operate |

Key Relationships

What are the key interactions and areas of influence? (No more than 6)

Key stakeholder relations critical to the success of this are:

- GMB Water team – working with all team members to deliver strategic and role specific outcomes
- Stakeholders – consultation with key internal and external stakeholders, this may include external parties such as customers, community groups, regulators (ESCoSA, SA Health, OTR and EPA), Councils, Ombudsman and others
- Board and Committee members
- Mount Barker District Council – for delivery of corporate services including, but not limited to, IT support, financial services, records management, customer service and communications support
- External providers and consultancy services – for delivery of good and services

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Skills and Knowledge

What knowledge, skills and experience does this role require? (Maximum of 8)

| Knowledge, skill or experience | Essential Desirable | or |
|--|------------------------|----|
| Exceptional ability to work as part of a team, foster support, respect and cooperation of others and demonstrate leadership behaviours to achieve agreed outcomes, and identify and implement improvement opportunities. | Essential | |
| Experience in public relations, stakeholder engagement and/or customer service | Desirable | |
| Demonstrated ability to provide personal and governance administrative services, determine priorities, meet deadlines, produce high standard work under pressure, exercise discretion and tact, and maintain confidentiality | Essential | |
| High level ability to exercise initiative to strategically solve problems within the parameters of policies, procedures and corporate frameworks | Essential | |
| Demonstrated experience in the use of electronic records management systems, the Microsoft suite of applications and other contemporary software | Essential | |
| Tertiary qualification in business administration | Desirable | |

Special Conditions

What are the unique requirements of the role?

- Flexible work hours and some after hours as required
- To ensure your safety in performing the inherent requirements of the role, you will be required to undergo initial and subsequent medical clearances in addition to some immunisations as relevant to your position.
- Depending on the role you will be required to undergo initial and/or subsequent clearance checks to ensure your ongoing suitability for the role. These may include a criminal police check, traffic check, Working with Children and/or Working with Vulnerable People checks.
- Required to hold a current Class C South Australian drivers licence

Values and Behaviours Commitment

All employees are expected to become acquainted with and work in accordance with all GMB Water values and behaviours, policies, directives, management systems (Asset, Environmental and Quality), and work, health and safety responsibilities. This includes any changes or amendments GMB Water may make to these from time to time.

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Agreement

This position description reflecting the responsibilities, duties and skill requirements for the position has been discussed with and agrees to by:

| Role | Name | Signature | Date |
|-----------------|------|-----------|------|
| Employee | | | / / |
| Leader | | | / / |
| Chief Executive | | | / / |