



Job Description Form

Our Purpose

To provide safe, customer-focused, integrated and efficient transport services.

Position Title

Business Support Officer

Level

4

Position Number

37402
(Nominated)

Division/Directorate

Customer Strategy and Communications

Branch/Section**Effective Date**

April 2026

Health Task Risk Assessment Category

5

Reporting relationships

Superordinate: Manager Stakeholder Engagement & Communications, Level 8

Subordinates: Communications Support Officer, Level 3
Administration Support Officer Level 2

Key role of this position

Provides business support to the Customer Strategy and Communications division (CSAC). This includes providing a comprehensive range of administrative and management support services, including financial and contract management, internal and external reporting, coordination of policies and meetings and associated initiatives.

Core duties and responsibilities

Business Management Support

- Manages workload of CSAC administration team.
- Leads the provision of customer focussed administrative support to the division including the production of project documentation and data entry.
- Drafts contracts and procurement documents for the division.
- Provides advice in relation to administration and business management matters.
- Prepares reports for internal and external purposes.
- Ensures reporting is prepared and reviewed by required deadlines.
- Provides support for meetings, including preparation and distribution of reports and meeting papers and following up actions on behalf of the Division.
- Assists in preparation, management and monitoring of the division's operating budget.
- Performs the role of secretariat as required.
- Undertakes research and investigations as necessary in relation to business management, specific projects, human resource, procurement and contract management activities.
- Develops, implements and maintains relevant administrative systems to ensure compliant and secure record keeping, including the identification of areas where systems and processes can be improved.
- Performs duties of Divisional Risk Coordinator (DRC), including organising and facilitating risk workshops, working with managers to update and maintain risks in risk register attending quarterly DRC meetings and supporting CSAC with risk-related administration.
- Support branches within CSAC, especially special events and public art, with joint ticketing agreements, finance and invoicing and meetings where required.

Other

- Carries out other tasks and functions that are within the limits of the employee’s skills, competence and training as required

SELECTION CRITERIA

1. Core Competencies

- Considerable experience in providing high-level administrative and business support.
- Experience and knowledge of administrative support.
- Experience with financial management relating to projects and/or operational budget management.
- Experience working in a similar role at a government agency is desirable, but not essential.

2. Management and Leadership

- Sound leadership skills (including the ability to influence, motivate, support and develop others and to review and implement improvements) and a proven capacity to work effectively and collaboratively in a team environment.

3. Communication and Interpersonal

- Well-developed communication skills (written, verbal and interpersonal), including the ability to relate to internal and external stakeholders at all levels and work effectively as a team member.
- Well-developed team building skills and ability to develop a rapport with internal and external stakeholders.

4. Conceptual, Analytical and Problem Solving

- Sound research, analytical and problem-solving skills, including the ability to identify and implement process improvements.

5. Organisation

- Well-developed time management and organisational skills, with the ability to work with minimal supervision, manage competing demands and work under pressure.

6. Computer Literacy

- Good computer literacy including Microsoft applications such as Word, Excel and Outlook.

7. Special Appointment Requirements

- Satisfactory completion of required medical examinations to verify physical fitness to perform the duties of the position.
- Provision of a current National Police Clearance certificate dated 3 months or less from the date of application for the position.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Managing Director / Executive Director / General Manager

.....
Signature

.....
Date

Employee

I have read and accept the responsibilities of the Job Description Form.

The position’s duties are to be performed in accordance with the PTA’s Code of Conduct and the PTA’s Values.

.....
Signature

.....
Date

