

BUSINESS SUPPORT OFFICER

(POSITION #TBD)

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| AWARD CLASSIFICATION | Level 4 | ANZSCO | 521111 |
| DIRECTORATE | Office of the CEO | BRANCH | Office of the CEO |
| LINE MANAGER | Director Office of the CEO | DIRECT REPORTS | - |
| SPECIAL CONDITIONS | This position will be mobilised to work on significant strategic projects as part of the VenuesWest Project 'Hedge' Team which requires agility to ensure that projects related to future venues and significant strategic initiatives are prioritised. When mobilised for 'Hedge' projects, the position will report to the Director Strategy and Partnerships. | | |

ABOUT THE DIRECTORATE

The Office of the CEO is responsible for the provision of CEO, Board and Board Committee support; and management of communication and liaison with the Minister's Office, Cabinet and Parliament. It also provides services to the Executive Team and its suite of Committees as well as overseeing organisational governance, including the internal audit function, Freedom of Information and the Corporate Policy Framework.

ABOUT THE ROLE

The Business Support Officer provides professional and confidential executive, secretariat, and project support to the Office of the CEO Directorate. The role is required to prepare submissions, papers, and comprehensive minutes and also undertake projects, research and reporting that contribute to organisational goals and objectives.

ROLE RESPONSIBILITIES

VenuesWest is committed to the principles of Equal Employment Opportunity (EEO) and diversity in the workplace and the provision of a safe environment for our workers and patrons. We will perform all duties and responsibilities in a manner and behaviour consistent with EEO legislation, Work Health & Safety legislation, VenuesWest's Code of Conduct, the VenuesWest Way and other relevant Policies/Procedures and legislation.

BUSINESS SUPPORT

- Organises and provides executive support for relevant committees, working groups and project teams including:
 - o Prepares agendas, including items scheduled in the workplan and other matters arising.
 - o Maintains Action Lists and liaises with relevant managers to ensure action items are progressed and accurately updated in a timely manner.
 - o Assists with the preparation and review of papers and reports and distributes papers on schedule.
 - o Attends meetings as Minute Secretary and records clear, accurate, and comprehensive minutes.

- Supports the preparation of, and contributes to, a range of written materials including presentations, reports, discussion papers and correspondence, ensuring the material is appropriately targeted to the audience.
- Contributes to the management of SharePoint pages and website information to ensure access and visibility of key information in the organisation.
- Implements, and maintains effective administration and records management systems and processes.
- Contributes to the development, implementation and evaluation of operational policies, procedures and practices.
- Prepares correspondence, reports and documents on behalf of the Branch.

PROJECTS

- Coordinates, or contributes to, continuous improvement projects that involve cross-directorate collaboration and outcomes.
- Works independently to undertake research and special projects including gathering, evaluating and analysing information to provide briefings for Directors or senior managers and inform project direction.
- Understands project goals, steps to be undertaken and expected outcomes.
- Prepares accurate documentation to support cost or resource estimates.
- Contributes to the development of clear project proposals, scope definition and goals.
- Consults and negotiates with areas having an interest in, or are impacted by, the project to ensure stakeholder engagement is effective.
- Monitors the completion of project milestones against goals and initiates amendments where necessary.
- Participates and contributes to reviews of progress, outcomes and future improvements.
- Prepares reports and liaises with project stakeholders.
- Provides effective and efficient project administration including records and correspondence management.
- Provides information to stakeholders on project-related matters.

WORKPLACE SAFETY AND HEALTH

- Reads and understands all emergency plans and safety and health procedures, follows safe work instruction, undertakes emergency management and safety related training and assumes responsibilities as required or directed.

OTHER

- Other related duties, as directed.

ROLE REQUIREMENTS

The following capabilities are to be addressed in context of the responsibilities of the role.

ESSENTIAL

1. Demonstrated experience in providing administrative support to managers and teams including researching, analysing, interpreting and presenting accurate information in a way that is meaningful to stakeholders and condensing information into reports as required.
2. Supports shared purpose and direction by understanding the work environment; Contributes to team planning; Analyses information and identifies risks and uncertainties in procedures and tasks.
3. Monitors own progress against performance expectations; Demonstrates knowledge of new programs, products and services; Works to agreed priorities responding to changes in requirements to ensure results are achieved.
4. Builds and maintains relationships with team members, colleagues and clients; Shares information with and contributes to team discussions; Treats people with courtesy and

respect; Responds to diverse experiences seeking input from others and supports a culture of quality customer service.

5. Exemplifies personal integrity and self-awareness by adhering to the VenuesWest Way and Code of Conduct; Provides accurate information; Maintains effective performance in challenging situations; Takes responsibility for completion of work and seeks self-development opportunities.
6. Communicates clearly both orally and in writing, structuring messages clearly and succinctly; Listens to differing ideas and understands issues.

ABOUT THE VENUESWEST WAY

It is our system of defining and measuring our culture and sets the expectation on how we engage, improve, support and challenge one another to be the safest and best we can be – as individuals and a collective. Our signature behaviours are:



We champion dreams



We deliver safely



Together we win



We act like owners



We celebrate success

POSITION CONDITIONS AND ELIGIBILITY

Appointment to this position is conditional upon:

- Providing evidence of 'Right to Work' in Australia
- Providing evidence of a National Police Clearance (dated within 12 months)

HELEN HILL
DIRECTOR OFFICE OF
THE CEO
DATE JDF APPROVED

28 November 2024