Supervisor Business Support Services
POSITION DESCRIPTION



Position Number:	2885
Department:	Regional Services
Section:	Fitzroy River Water
Unit:	Business Support Services
Position Status:	Permanent Full Time
Classification:	Level 5 - Rockhampton Regional Council Internal Employees Certified Agreement 2025
Reports To:	Manager Water and Wastewater
Revised:	November 2026

General Position Statement

This position supports Council's direction by leading and managing a team of business support services staff providing key functions associated with customer service, maintenance administration and dispatch functions, water meter reading and consumption data management in a professional, efficient and confidential manner ensuring the development of good working relationships with all staff and the public.

Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Lead and coordinate a team that is results focused and professional in the delivery of a range of support services to the Fitzroy River Water (FRW) Section.
- Ensure that FRW's external and internal customer service objectives are achieved effectively and efficiently.
- Provide leadership and drive continuous improvement of FRW's meter reading and other related revenue raising activities.
- Supervise and develop the administrative support required to ensure a high standard of planned and reactive maintenance including the dispatch and associated maintenance workflow management.
- Develop, coordinate and review work processes and procedures for the business unit using best practice standards.
- Supervise and ensure the timely generation of progress or performance reports for the key functions within the business and project services unit.
- Manage staff in the provision of administrative services by providing effective leadership through support, coaching, mentoring and on-the job training to ensure the team has a positive and professional work culture aligned with the Council values
- Provide guidance for and oversight of key business functions associated with the issuing of security keys, approval of Permit to Work applications and processing of Operational Works Plans.
- Act with a high degree of initiative to ensure that FRW's business services are effective and efficient and explore the potential for innovative approaches to be implemented in order to deliver improved performance for FRW.



- Prepare the monthly, quarterly and annual operational and statistical reports for approval.
- Refer matters that may impact upon the business, Council and employees to the Manager Water & Wastewater.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements

Your suitability for this role will be assessed against the following competencies.

Skills/Competencies

- Knowledge and understanding of water and sewerage operations, customer service standards, performance reporting, policies, procedures and relevant regulatory requirements.
- Demonstrated ability to lead, motivate and coordinate the functions of a work area to establish priorities and monitor workflow of competing deadlines for self and others.
- Proven communication (oral and written) and interpersonal skills with proven commitment to providing excellent customer service and negotiating and resolving complex problems.
- Sound conflict resolution, problem solving and negotiation skills.
- Good literacy, numeracy and keyboard skills.
- Experience supervising employees in order to achieve productive and efficient outputs.
- Demonstrated ability to research and draft replies to correspondence, reports and other documentation.
- Ability to effectively operate Council's computer systems including Finance One, ECM, Conquest, Pathways and MS Office Suite.
- Communicate Effectively – Ability to communicate with others verbally and in writing to meet requirements of the role.
- Teamwork and Collaboration – Ability to work together with others to achieve common goals both within immediate team and teams across Council.
- Goal Setting – Ability to set, define and deliver goals that are SMART – *Specific, Measurable, Achievable, Relevant and Timely.*
- Time Management – Ability to plan and organise tasks/work to meet objectives of the role.
- Problem Solving – Ability to analyse problems by gathering information and develop a solution (in line with role responsibilities) or options and make a recommendation.
- Decision Making – Ability to use sound judgement to make the best decision based on information gathered and analysed within the boundaries of the role.
- Manage Risk – Ability to identify, understand and manage risks so that work can be delivered safely and to required standard.
- Deliver Excellent Customer Service – Ability to meet customers' expectations around safety, time, cost and quality.
- Focus on Continuous Improvement – Ability to identify opportunities to enhance team effectiveness and improve team's customers' experience.
- Adaptable to change – Ability to adapt to changing work environments, technology, work priorities and organisational needs.

Qualifications

- Tertiary qualifications in Business or related discipline and/or substantial work experience in a Senior Administration / Supervisory role in a multi-disciplined work environment.



Behaviours

- *Customer Service* – Ensure service delivery and advice remain focused on Council's customers and community outcomes.
- *Safety* – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council's Health and Safety Duty Statements and associated safety policies / procedures.
- *Code of Conduct* – Ensure that your behaviour is aligned with the Code of Conduct.
- *Council Values* – Ensure that your behaviour is aligned with the values statement adopted by Council. *One Team, Accountable, Customer Focused, Continuous Improvement and People Development.*

Leadership Capabilities

- Council's Leadership Capability Framework – meets standards of performance and behaviours in line with our Leadership Capability Framework and leadership level **Operational Leadership**: *Build and maintain Trust; Deliver Results, Customer and Community Driven, Lead and Enable Change and Commit to Personal Growth.* **Further Information Appendix A**.

Additional Requirements

- Ability to work in an office environment.
- Ability to work in an outdoor environment.
- Ability to legally operate a motor vehicle under a "C" Class Licence.
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).

Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's Intranet.

Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Manager Water and Wastewater
Signature:	
Date:	
Employee Name:	
Signature:	
Date:	



Appendix A: Leadership Capability Framework – Leadership Level Operational Leadership (Team Leaders and Supervisors)

Key Leadership Capabilities	Leadership Standard / Behaviour	Standards / Behaviours Required at this Leadership Level
Build and Maintain Trust	**Engage and Inspire our People**	Ensures alignment between work and Council's vision to engage and inspire others.
	Empower our People	Empowers others and builds trust and confidence through coaching.
	Enable Teamwork and Collaboration	Ensures teamwork and collaboration within and across teams.
	Effectively Communicate across the Organisation	Fosters open and transparent two way communication and ensures that communications are received and understood by team members and other stakeholders.
	Build Effective Enduring Relationships	Engaging in and supporting others to build effective and enduring relationships built on trust and respect.
Deliver Results	**Manage People Performance**	Ensures the alignment and achievement of goals through setting clear expectations, providing feedback, support and recognition to employees.
	Develop our People	Identify opportunities to provide development opportunities and coaching to others.
	Demonstrate Ethical and Accountable Decision Making	Develops own and team's organisational, political and cultural awareness.
	Demonstrate Organisational and Situational Awareness	Makes decisions in situations where there is scope for interpretation.
	Maintain a Strategic Focus	Coordinates resources to achieve Council's strategic objectives and supports others to understand how their role aligns.
	Plan and Organise Resources	Plan and organise resources to ensure the team delivers work within deadlines of to a quality standard in a safe and cost effective manner.
Customer / Community Driven	**Be Customer and Community Focused**	Focus on the purpose of Council and delivering what's best for the customer and community in line with vision.
	Manage customer and stakeholder relationships	Anticipates and adapts to customer and stakeholder needs.
Lead and Enable Change	**Lead Change Effectively**	Manages the process of change to ensure successful implementation.
	Lead Continuous improvement and Innovation	Supports others to identify, gain acceptance and implement continuous improvement opportunities.
Commit to Personal Growth	**Commit to Personal Growth and Learning Agility**	Commits to own personal growth and learning agility and shares learnings with others.
	Lead with Emotional Intelligence	Develops emotional intelligence and awareness of impact of actions on others.
	Build and maintain Technical and Operational Competence	Maintains own technical and operational competence and supports others to develop and maintain their competence.