

Job Description

21 March 25



Business Support Officer SBS Technology

Reports to: Business Support Manager

Direct reports to this position: N/a

SBS Values, Vision, and Purpose

The Business Support Officer is responsible for undertaking their work in a way that reflects SBS's Charter, Vision and Values and complies with relevant SBS policies, procedures, and practices. At SBS, we expect you to be audience obsessed, be bold and brave, embrace difference, participate fully, and ensure that we look out for one another. We are all working together to fulfil SBS's purpose and create a more cohesive society.

Division Purpose – Technology

SBS Technology can be thought of as the 'engine room' of SBS. Our primary role is to enable and support the production, distribution, and transmission of content across television, radio, and online platforms. Our teams achieve this by working collaboratively to design innovative solutions and deliver end-to-end services for our business stakeholders.

Role Purpose

The Business Support Officer is responsible for co-ordinating a broad range of key activities across the Technology division to ensure an efficient, effective, and compliant approach to the operations of the division.

The Business Support Officer will support the Technology Business Management team.

The Business Support Officer is responsible for undertaking their work in a way that reflects SBS's Charter, Vision and Values and complies with relevant SBS policies, procedures, and practices.



Main Responsibilities

Main tasks of the role

Finance Support

1. Process Purchase Order requests and Invoices in a timely manner in line with SBS procurement policy.
2. Act as a key support to assist with the management of the Technology, Transmissions and Corporate Services budget and expenditure.
3. Provide support and assistance to the broader Technology division on financial management activities as required and requested.
4. Assist in the completion of management reporting in line with regular timelines and reporting protocol.
5. Action finance activities in line with standard practices and in accordance with identified timeframes.
6. Expense management – to assist and acquit expenses using the SBS expense system; Concur in accordance with the SBS Travel and Expense policy.
7. Set up new teams and roles and assign to staff as required in TANDA.

Technology Division Coordination and Management

1. Assist with identifying key areas for workflow efficiency and optimisation to maximise benefits for Technology division and SBS.
2. Influence the broader technology team culture by providing support and assistance for key projects and activities across the division.
3. Model and promote SBS values through appropriate social, ethical, and organisational standards in all interactions and processes.
4. Support the Technology Business Management team to review and update the Contracts register.

Minimum requirements of the role

- Relevant qualification in a relevant discipline or equivalent experience.
- Advanced Excel
- Good communication and organisational skills

Key relationships with other roles and external stakeholders

- Business Manager Technology
- Business Support Manager



Key Capability		
Capability	Level	Behaviour
<u>Collaboration</u>	Self	<ul style="list-style-type: none"> • Displays a genuine intention to work co-operatively with others. • Offers to help others achieve common goals. • Makes an effort to understand the goals of others. • Shares all relevant or useful information
<u>Customer Focus</u>	Self	<ul style="list-style-type: none"> • Follows through on customer/client inquiries, requests, or complaints. • Distributes useful and up to date information to the customer/client. • Determines the needs of the customer/client through probing and listening. • Provides friendly, helpful service to the customer/client. • Makes sure there is a clear understanding of the customer/client's needs. • Offers appropriate solutions to the customer/client. • Prioritises work goals that impact the customer/client directly. • Diffuses customer/client problems
<u>Innovation</u>	Self	<ul style="list-style-type: none"> • Generates original solutions to problems. • Contributes to creative thinking and ideas. • Makes suggestions to refine current processes and procedures to create optimum efficiency. • Participates in the implementation of new processes and procedures that improve current performance
<u>Organisational Awareness</u>	Self	<ul style="list-style-type: none"> • Considers how their role impacts both the department and the business. • Understands the impact of organisational policies/procedures on the department. • Considers both the business and customer perspective on various issues. • Identifies key drivers and commercial opportunities within their department. • Uses financial reporting information to drive performance
<u>Results Focus</u>	Self	<ul style="list-style-type: none"> • Drives to meet objectives and standards. • Identifies alternative possibilities when faced with obstacles. • Stays focused on tasks that require considerable effort. • Completes tasks within designated timeframe despite obstacles. • Perseveres with routine and repetitive tasks without sacrificing quality or excellence



Workplace Health & Safety

In relation to Work Health & Safety, you must comply with your safety responsibilities as detailed in relevant Acts, Regulations, Standards, Codes of Practice and the SBS Safety Management System (SMS)

All workers are required to:

- Take reasonable care for own safety and safety of others.
- Cooperate with policies and procedures and directions from management with regards to health and safety
- Where hazards are identified, report them to line manager and take corrective action where able.
- Report all work related incidents to line manager within 24 hours of occurrence.
- Ensure workers, visitors and clients are:
 - made aware of their WH&S responsibilities.
 - have received adequate safety induction and other WH&S information, instruction, and training to enable them to conduct their work safely.
 - follow safe work practices