

# Job Description

10 January 25



## Systems and Project Support Executive SBS Media

Reports to: Business Systems Manager

Direct reports to this position: N/A

### SBS Values, Vision and Purpose

*The **Systems and Project Support Executive** 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 – SBS Media

**Our Vision:** *We are the most loved and trusted media team, inspired by diversity to create extraordinary experiences.*

**Our Purpose:** *Giving a voice to brands in our diverse world.*

### Role Purpose

*As the **Systems and Project Support Executive**, you'll be a key contributor to commercial business systems and support functions. You'll work closely with SBS Media teams (including interstate), collaborate with internal teams and external vendors to support the Business Systems Manager with the effective management, maintenance, implementation and operation of commercial systems.*



## Main Responsibilities

### ***Main tasks of the role***

The Systems and Project Support Executive role will focus on:

- Systems support.
- Project support.
- Continuous improvement through process/workflow innovations.
- System onboarding/offboarding and compliance requirements.
- Cross-functional collaboration.

### **Systems support**

Provide first level support for SBS Media systems to the local and interstate teams, including:

- Sales proposal/traffic management system.
- Sales campaign optimiser system.
- BI reporting dashboards/automated reporting.
- Audience measurement and advertising expenditure systems.
- Liaise/communicate with internal teams as required to facilitate the resolution of system issues.
- Escalate issues to the Business Systems Manager, if required.

### **Project Support/System Maintenance**

- Provide project support to the Business Systems Manager for SBS Media's major business initiatives and change requests.
- Assist the Business Systems Manager with the management of projects, from a sales systems/technology perspective, for required SBS Media systems (new and existing).
- Complete project tasks assigned by the Business Systems Manager.
- Support the Business Systems Manager to manage system updates/upgrades for SBS Media systems.
- Assist the Business System Manager with User Acceptance Testing (UAT) for SBS Media systems, including completing own testing.
- Work with the Business Systems Manager to collect, prioritise and manage requirements for special events (e.g Tour De France, World Cup).

### **Continuous improvement through process/workflow innovations**

- Review current system processes and recommend improvements, based on knowledge of sales practises/workflows.
- Work with the Business Systems Manager to document and prioritise existing and new requests, based on knowledge of sales systems and required resources from other teams.
- Assist the Business Systems Manager, nominated Sales representatives and other required teams to develop, test and rollout the process improvement.
- When implemented, provide appropriate knowledge transfer, to ensure there is an understanding of the new process or workflow.

### **System onboarding/offboarding and compliance requirements**

- Support the onboarding (of new team members) and offboarding (for leaving team members) to ensure appropriate system access is maintained.
- Provide system introduction sessions (with the support of the Business Systems Manager).
- With the Business Systems Managers guidance and input, update or create SBSU courses or user guides for required SBS Media systems.



- Assist the Business Systems Manager with regular system audits, to ensure users have appropriate levels of access and there is licensing compliance.

**Minimum requirements of the role:**

The **Systems and Project Support Executive** should have a bachelor's degree (preferably in Technology or Business), have knowledge of the Australian TV, digital and radio/audio media industry and ideally a working knowledge of media applications/tools. They may currently be employed in a media publisher or advertising agency and should demonstrate communication skills, problem-solving abilities, teamwork, adaptability, and attention to detail.

- **People/Communication Skills:** Excellent communication skills are necessary for coordinating with other departments and stakeholders.
- **Organizational Skills:** Needed to manage multiple tasks and deadlines.
- **Problem-Solving Skills:** The ability to troubleshoot issues and find viable solutions is key – you enjoy solving problems.
- **Team Player:** Ability to collaboratively with multiple stakeholder and teams with SBS Media and other teams across SBS.
- **Customer Service:** You enjoy helping people and have excellent customer service skills, to manage multiple requests and competing priorities.
- **Embraces Technology:** Embracing and integrating new technologies that lead to process innovation, making tasks more efficient.
- **Continuous Learner:** Proactively seeks to keep skills fresh and innovate and share knowledge.

**Proficient with these tools:**

- Microsoft Office 365 Suite (Excel, Word, PowerPoint, Outlook, Teams).

**Familiarity with these tools is desirable:**

- IBMS, eTAM, TV Map, Day8, Tableau, Amazon Workspaces.

**Financial accountability (Provide the budget/amount responsible for)**

- NA

**Key relationships with other roles and external stakeholders**

- Sales
- Sales Operations
- Technology
- Project Management Office (PMO)
- AD&I
- Nielsen (external vendor)
- OzTAM/RegionalTAM (industry bodies)

*If this role has direct reports they need to be at the 'Function' level in the table below, not Self. If this role has capabilities higher than the 'Self' level, click on the capability and copy and paste the*



appropriate behaviours into the table below. Delete the 'Coaching' row in the table if the role does not manage others.

Key Capability		
Capability	Level Commercial 2	Behaviour
<u>Coaching</u>	Self	<ul style="list-style-type: none"> <li>• Is self-aware and understands own barriers to learning</li> <li>• Shows willingness to overcome personal challenges to learning</li> <li>• Improves performance by applying new skills</li> <li>• Seeks regular feedback</li> <li>• Identifies performance barriers in peers</li> <li>• Applies active listening with patience and openness</li> <li>• Knows when and how to use open and closed questions</li> <li>• Exhibits a coaching style when working with others</li> </ul>
<u>Collaboration</u>	Self	<ul style="list-style-type: none"> <li>• Displays a genuine intention to work co-operatively with others</li> <li>• Offers to help others achieve common goals</li> <li>• Makes an effort to understand the goals of others</li> <li>• Shares all relevant or useful information</li> </ul>
<u>Innovation</u>	Self	<ul style="list-style-type: none"> <li>• Generates original solutions to problems</li> <li>• Contributes to creative thinking and ideas</li> <li>• Makes suggestions to refine current processes and procedures to create optimum efficiency</li> <li>• Participates in the implementation of new processes and procedures that improve current performance</li> </ul>
<u>Learning Orientation</u>	Self	<ul style="list-style-type: none"> <li>• Takes part in organised learning and development opportunities</li> <li>• Recognises ideas that are similar to their own</li> <li>• Readily assimilates new information</li> <li>• Benefits from information and structured approaches to learning</li> <li>• Learns affectively from own experiences, both positive and negative</li> <li>• Seeks feedback on own performance</li> </ul>
<u>Relationship Building</u>	Self	<ul style="list-style-type: none"> <li>• Establishes a connection with others</li> <li>• Builds friendly, warm relationships that are mutually beneficial</li> <li>• Maintains ongoing relationships that are mutually beneficial</li> <li>• Shares relevant information with others</li> <li>• Recognises the value of building and maintaining relationships</li> <li>• Helps others achieve common goals</li> <li>• Openly communicates with others</li> </ul>



<u>Results Focus</u>	Self	<ul style="list-style-type: none"><li>• Drives to meet objectives and standards</li><li>• Identifies alternative possibilities when faced with obstacles</li><li>• Stays focused on tasks that require considerable effort</li><li>• Completes tasks within designated timeframe despite obstacles</li><li>• Perseveres with routine and repetitive tasks without sacrificing quality or excellence</li></ul>
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## Workplace Health & Safety

[For all non-supervisory levels]

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

## Workplace Health & Safety

[For Managers/Supervisors]

- Effectively promote and manage the work health and safety arrangements for the team as prescribed by the Health & Safety Management Arrangements.
  - Work Health & Safety Act (Cth) 2011
  - Work Health & Safety Act (Cth) Regulations 2011
  - WHS Hazardous Manual Tasks Code of Practice 2018
  - Work Health and Safety (How to Manage Work Health and Safety Risks) Code of Practice 2018
- Ensure employees 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
- Ensure the physical and psychological safety of the workplace under your control by:
  - ensuring regular workplace inspections are scheduled and conducted, involve the relevant HSR and recommendations made are actioned in a timely manner



- ensuring compliance with the relevant standards and legislation in relation to purchase and provision of accommodation, furniture and equipment
- identifying changes in the workplace/processes that may affect safety and ensuring that any associated risks are identified, assessed and controlled
- verifying the effectiveness of control measures at appropriate intervals including monitoring compliance with safe operating procedures, site induction requirements and Permits to Work; and
- Ensure all WH&S reporting is accurately completed and submitted within specified timeframes and any follow up actions are completed
- Support/implement early intervention strategies and return to work programs.