

Costa Position Description

Position Title:	Business Support Assistant
Department:	Human Resources
Reporting To:	Human Resources Manager Victoria – Vertical Farming
Location:	Mernda
Reviewed:	06/01/2024
Version:	3.0

1. Basic Summary of Position:

The purpose of the Business Support Administrator is to manage a wide range of responsibilities to ensure the efficient operation of the business. The BSA provides valuable support to the State Manager (VIC) and Senior Management, this role contributes significantly to the overall success of the organization. The position demands a proactive, customer-focused approach, ensuring that all aspects of business support are handled with professionalism and efficiency.

2. Key Accountabilities and Responsibilities:

<p>Accountability and Responsibilities:</p> <p>Reception</p> <ul style="list-style-type: none"> • Monitor security gate access and attendance to the visitor centre. • Maintain security gate vehicle registrations for frequent visitors and contractors. • Attend to all security gate procedure queries. • Manage the issuing of security gate keycards to all employees as/when required. • Oversee traffic-flow at security gate and escalate any breach/incidents. • Greet visitors/clients (internal and external) either in person or over the telephone and direct them to the appropriate business area or telephone extension. • Ensure all visitors sign into the visitor’s portal and sign out upon leaving • Monitor security gate access and attendance of visitors at the visitor centre • Ensure staff kitchen is stocked with milk, biscuits, paper towel, tea, coffee, sugar, and other miscellaneous items as requested. • Retrieve (from Post Office), sort and direct mail. • Maintain security and tidiness of the office file room (ensuring it does not become a dumping ground for equipment/goods from other areas). • Maintain stationery cupboard, printing room and printers/photocopiers and fulfil any miscellaneous stationery order requests. • Manage all keys in the key cabinet as well as the company vehicle keys. • Book and accept meeting requests for the boardrooms and manage the corresponding inboxes. • Arrange local and interstate couriers. • Petty Cash management (balance, maintain and distribute accordingly). • Uniforms/PPE ordering and management (stocktake, process requests, distribute and maintain tidiness of uniform room). • Assist in event management

Executive

- Support the State Manager by providing administrative support in diary management, meeting coordination and correspondence.
- Expense management with high levels of accuracy and attention to detail.

General Admin

- Create, format and laminate signs and posters.
- Display posters/signs around the site, as required.
- Bind documents and booklets in preparation for conferences/meetings.
- Order flowers/hampers and other items, as requested.
- Ensure completion of the company car logbook.
- Create any IT tickets/requests if new equipment is required (e.g. iPhone, laptop etc.).
- Liaise with accounts payable and action any invoice related emails.
- Arrange catering for meetings/training or as required.
- Facilities management - manage employee parking including allocations, permits and security monitoring.
- Internal content management.

Workplace Health and Safety & Food Safety

- Responsibility for supporting and complying with the Costa Group Work Health and Safety Policy, including the maintenance of a safe and healthy workplace for the protection of all employees.
- Report immediately any incidents, injuries and hazards and participate in hazard identification, risk assessment, implementation of controls and monitoring and evaluation of processes.
- Immediately reporting and actioning, in line with your area of responsibility, any food safety and quality hazards, incidents or near misses to your supervisor or manager.

General

- To work flexibly across the service, working on a range of activity to provide proactive support to service users.
- To manage a demanding and reactive workload in a responsive way to assist the Business Support Team Leader to meet key objectives and external regulatory requirements.
- To ensure the professional delivery of established business processes such as database management to support the organisation.
- To work with colleagues and team leaders to identify areas for improvement, ensuring the support offer remains appropriate for all service users.
- To work methodically to prioritise work and meet deadlines.

3. Key Challenges:

- Organise and successfully plan the prioritisation and multitasking of competing responsibilities in an efficient and accurate manner.
- Provide support and assistance to the finance team to ensure key business drivers are met.
- Be the liaison person with the accounts department at head office and provide assistance to the BU if there are any queries.
- Building and maintaining relationships while liaising with the different departments across the facility.
- Establishing effective working relationships and high standards of customer service.
- Managing multiple tasks & priorities.

4. Candidate Requirements:

(a) Education, Qualifications, Training:

- Business Administration Certificate III to IV preferred.

(b) Experience, Skills, Knowledge:

- Minimum 12 months in a similar position required.
- Intermediate use of Microsoft Suite programs such as Word and Excel.
- Excellent written communication and document presentation skills and the ability to convey messages accurately.
- Excellent time management and ability to manage varied and conflicting demands to agreed standards and timelines.
- Ability to focus and balance multiple tasks and interruptions.
- Ability to work well autonomously and within a team.
- Customer service focused.
- Strong interpersonal and communication skills.
- Demonstrated ability to exercise initiative and discretion.
- High attention to detail.

(c) Competencies/Character Qualities/Values:

- Determination – acting decisively and with a sense of urgency
- Passion – challenging the status quo and acting with energy and enthusiasm
- Accountability – focusing on outcomes and delivering on commitments
- Sincerity – acting boldly in an open, honest, and responsible manner
- Respect – treating others as we expect to be treated in attitude, communication, and personal safety