



ENERGISE YOUR CAREER

BE PART OF OUR WORLD



**POSITION
DESCRIPTION**

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POSITION TITLE	Works Admin Officer	CLASSIFICATION	Level Two (2) – Level Three (3)
DIRECTORATE	Engineering and infrastructure	AWARD STREAM	Queensland Local Government Industry Award – State 2017 Award Stream A
DEPARTMENT	Infrastructure	REPORTS TO	Senior Project and Administration Services Officer
POSITION NO.	56,064.00	LAST REVIEW DATE	March 2023

A. ORGANISATION SUMMARY:

Isaac Region covers an area of around 58,000km² comprising 120 km of Great Barrier Reef coastline and extending over 400 km west to incorporate a rich agricultural and grazing heritage in addition to 27 operating coal mines producing the world's premier metallurgical coal. It has 7 service centres operated by Council to service 18 distinct communities. As such the Council is exposed to a range of global consumer and market influences which present unique challenges to the local government professionals who serve it. In order to address these challenges, the organisation is undergoing a cultural leadership program aimed at better focussing and enabling the organisation to deliver on the Isaac Vision which is Helping to energise the world. This work is being supplemented by a 5-year Isaac Capability Plan to help create the organisational settings which will be needed to address these external influences over the next 5-10 years.

B. DIRECTORATE SUMMARY:

The Engineering and Infrastructure Directorate ensures an integrated approach and responsibility for Roads and Drainage Infrastructure, Parks and Recreation, Technical Services, Plant and Fleet and operations of Council.

C. POSITION SUMMARY:

The Works Admin Officer position provides general and clerical, administrative support as directed by the Senior Project and Admin Services Officer to assist in fulfilling the requirements of the Engineering and Infrastructure Directorate.

D. DUTIES:

POSITION SPECIFIC ACCOUNTABILITIES / PERFORMANCE OBJECTIVES (INPUTS/OUTPUTS)

1. Providing administrative support as per the department's requirements and priorities.
2. Assisting with and delivering preparation reports, spreadsheets, databases and presentations.
3. Drafting of correspondence to respond to Customer Service requests and other matters as prioritised by Technical and Civil Works Directorate.
4. Receiving of Customer Service requests and assigning to relevant officers for inspection.
5. Reporting of overdue Customer Service requests to ensure conformance with Council's General Complaints Process and the Directorate expectations.
6. Generating Customer Service Action reports, to be submitted to Council.
7. Liaising with members of the public in a courteous, friendly and professional manner.
8. Creating and maintaining data entry of works orders for the department purposes.

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9. Monitoring and reporting on progress of works orders including those outstanding and providing statically figures to management.
10. Inputting of a road-run inspection data into Maintenance Management System.
11. Providing regular reporting of overdue road inspections, intervention level roads and road performance.
12. Issuing and finalising completed works orders generated on (MMS).
13. Providing stores and purchasing support for local crews including completion of invoices, checking of goods, auditing of stock and issuing of PPE.
14. Undertake any other duties as are reasonably within the limits of the employee's skills, competence and training.

E. KEY COMPETENCIES:

Knowledge and skills

1. Knowledge of, or the ability to rapidly acquire knowledge of technical and civil processes including operating and maintenance instructions, procedure manuals, engineering concepts and safety rules.
2. Demonstrated ability to work in multi-disciplinary work teams.
3. Excellent interpersonal and written communication skills transferable to this position.
4. Understand of full implications of excellent customer service and commitment to its delivery.

Experience

1. High level of experience and knowledge of Microsoft applications. Applicants may be required to undertake pre-employment testing. Experience in the use of MapInfo would be highly regarded.
2. Previous Local Government experience, and an understanding of departmental policy and procedures would be highly regarded.

Qualifications

1. The role requires the possession of a current C Class Open Australian Drivers Licence.
2. Tertiary qualifications in Business Administration (desirable) or demonstrated experience in an administration role.

F. PHYSICAL DEMAND CATEGORY:

- Sedentary Work
 Light Duty - Frequent lifting / carrying of objects weighing up to 5kgs.
 Medium Work - Frequent lifting / carrying of objects weighing up to 10kgs.
 Heavy Work - Frequent lifting / carrying of objects weighing up to 25kgs or more.

Audio-Visual Demands:

- Depth Perception Colour Discrimination Peripheral Vision Hearing (Avg)

Specific Actions Required:

This job may include:

- | | | |
|-------------------------------|-------------------------------|-------------------------------|
| Standing/Walking | Sitting | Driving |
| <input type="checkbox"/> None | <input type="checkbox"/> None | <input type="checkbox"/> None |

Work Environment:

- | | | |
|------------|--------------------------|-------------------------------------|
| Attribute: | Yes | No |
| Chemicals | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Cold | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

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<input type="checkbox"/> Occasional	<input type="checkbox"/> Occasional	<input type="checkbox"/> Occasional	Dampness	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> 1 - 4 Hrs	<input checked="" type="checkbox"/> 1 - 4 Hrs	<input checked="" type="checkbox"/> 1 - 4 Hrs	Fumes/Gases	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> 4 - 6 Hrs	<input type="checkbox"/> 4 - 6 Hrs	<input type="checkbox"/> 4 - 6 Hrs	Heat/Humidity	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> 6 - 8 Hrs	<input type="checkbox"/> 6 - 8 Hrs	<input type="checkbox"/> 6 - 8 Hrs	Heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>
			Noise	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Repetitive Motions:

Simple Grasping Fine Manipulation Pushing & Pulling Finger Dexterity Foot Movement

This Job Will Require:

Manoeuvre	Frequent	Occasional	None
Bending	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Squatting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Twisting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reaching	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

G. DELEGATED AUTHORITY AND ACCOUNTABILITY (in accordance with the Delegated Authorities Register):

Delegations as detailed in Council's Delegation of Authority register.

EXTENT OF AUTHORITY:

Position exercises a degree of autonomy and works under general direction with the freedom to act within established policies practices. The position must understand that their powers are limited to their delegated authority and know and comply with any authority/obligation that comes with their powers.

H. WORK HEALTH SAFETY, QUALITY AND ENVIRONMENTAL OBLIGATIONS:

Workers and Others authorities and responsibilities include the following:

1. Take reasonable care for their own health and safety.
2. Ensure actions or omissions do not adversely affect the health and safety of others or the environment.
3. Comply with any and all policy, procedures and work instructions to ensure the requirements for health, safety, quality and environment are adhered to.
4. Comply with any reasonable instruction to comply with the Work Health and Safety Act Qld (2011).
5. Immediately notifying their Manager or Supervisor of any workplace hazard identified and rectify hazard if possible.
6. To participate in risk assessments utilising the 'Think ISAAC' risk model and ensure personal safety through the use of the personal risk assessments 'Take an Isaac Instant'.
7. To use personal protective equipment if the equipment particularly is provided by Council and you are instructed in its use.
8. Raise any non-conformances with their supervisor.
9. Ensure that you are fit for work at all times and are not adversely affected by either drugs or alcohol as specified in Councils 'Fitness for Work Policy'.
10. Participate in Councils rehabilitation and return to work processes as required.
11. Actively contribute to prevention of environmental harm, by compliance with any and all procedures.

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12. Informing your supervisor as soon as possible of anything which may be harmful to the environment, for example, spills and leaks.
13. Consider and respond to internal and external customer needs in timely fashion.

Equipment Operated

1. Computer, motor vehicle

I. RESPONSIBILITIES:

Code of Conduct

1. Compliance with Council's Code of Conduct, management directives and policies and procedures, ensuring that behaviour and conduct;
 - a. is in line with the expectations of Council as specified in the Code of Conduct, and
 - b. decisions are made based on the principles of sound ethics and sound judgement.
2. Act at all times in line with the Principles as outlined in Council's Code of Conduct. Specifically;
 - a. Integrity and Impartiality
 - b. Promoting the Public Good
 - c. Commitment to the system of government
 - d. Accountability and transparency

Conflict of Interest

1. Employees of Council have specific obligations relating to conflict of interest and where there may be a conflict of interest with Council activities or there may be a detrimental effect on the performance of the employee, other employment or contracts will not be undertaken without prior written approval from the CEO.

Other

- Commitment to Council's Corporate Plan.
- Commitment to Equal Employment Opportunity, Diversity and Merit principles.
- Commitment to ensuring a workplace free from harassment and discrimination.
- Efficient and effective utilisation of resources as allocated under the level of responsibility for this position.

J. GENERAL OBLIGATIONS:

1. This is a description of the job as it is at presently constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with direct reports and may involve a representative of Human Resources. You will, therefore, be expected to participate fully in such discussions. It is the organisation's aim to reach agreement to reasonable changes where identified.
2. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster or significant organisational crisis.
3. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures.
4. All employees shall be required by the Council to obtain and to maintain the necessary registration and licences that such employee would normally be required to hold in order to fulfil their position.



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K. CERTIFICATION:

- The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

	EMPLOYEE	DEPARTMENT MANAGER
NAME		
SIGNATURE		
DATE		

Isaac Regional Council

We're delivering in a changing world



OUR VISION

Helping to energise the world.
A region that feeds, powers and builds communities, now and for the future.



OUR GOAL

To pursue long-term sustainable futures for Isaac's communities.



OUR VALUES

COMMUNITY FOCUS 

We engage and communicate authentically with all Isaac communities to understand both their common and specific needs.

We will continuously improve how we address those needs to help future-proof our region.

TEAMWORK 

We expect respectful relationships in our work together, to achieve.

We cultivate commitment through shared purpose, to create value.

CARING 

We are committed to working safely and caring for the safety and wellbeing of our people and communities.

We believe that people matter.

POSITIVE WORK ETHIC 

We do our best every day to have pride and enjoyment in our work.

We display accountability, transparency, procedural consistency and integrity.

We seek the highest possible practical outcomes in everything we do.

We practice the knowledge that how we do things is just as important as what we do.





At Isaac, the how matters.



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