



# ENERGISE YOUR CAREER

BE PART OF OUR WORLD



**POSITION  
DESCRIPTION**



# POSITION DESCRIPTION



<b>POSITION TITLE</b>	Senior Project and Administration Services Officer	<b>CLASSIFICATION</b>	Level Five (5) – Level Six (6)
<b>DIRECTORATE</b>	Engineering and Infrastructure	<b>AWARD STREAM</b>	Queensland Local Government Industry Award – State 2017 Award Stream A
<b>DEPARTMENT</b>	Infrastructure, Parks and Recreation	<b>REPORTS TO</b>	Manager Infrastructure
<b>POSITION NO.</b>	56,060.00	<b>LAST REVIEW DATE</b>	January 2019

## A. ORGANISATION SUMMARY:

Isaac Region covers an area of around 58,000km<sup>2</sup> 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 & Infrastructure Directorate ensures an integrated approach and responsibility for Roads and Drainage Infrastructure, Parks and Recreation, Technical Services and Plant & Fleet operations of Council.

## C. POSITION SUMMARY:

Reporting to the Manager Infrastructure, this position ensures the provision and delivery of effective and efficient customer and administrative services. This role will provide technical support and analysis of Council's roads and drainage projects within the Operational, Capital and Recoverable Works programs to the directorate. Cross-corporate functions will be a component of this role.

## D. DUTIES:

### POSITION SPECIFIC ACCOUNTABILITIES / PERFORMANCE OBJECTIVES (INPUTS/OUTPUTS)

1. Exercising of delegations, policy development and implementation across the Directorate as necessary.
2. Direct supervision of Engineering and Infrastructure administrative staff and facilitate Roads Administration Group meetings.
3. Institute and preserve procedures to ensure departmental tasks are executed in a timely manner through the management and control of the directorate's records keeping system.

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4. Co-ordinate the efficient delivery of Directorate obligations through liaising with senior staff and customers.
5. Co-ordinate and prepare responses to customer requests.
6. Register information and update systems.
7. Ensure efficient communication and data availability is maintained and reports are presentable as per internal policies.
8. Undertaking analysis, identifying trends and planning forecast models based on customer service trends and data collated in the field.
9. Providing advice on directorate services and delegating customer requests and enquiries to the relevant department.
10. Periodic audits across areas to ensure that best practice is in place and to drive continual improvement strategy, including but not limited to system-based activities and recommending course of action for continual improvements.
11. Analyse, interpret and report project specific/operational performance trends addressing the delivery of corporate outputs.
12. Investigate developments and enhancements in the reporting suite to ensure that reports are current and efficient to all requirements of the end users:
  - a. Creation of new reports and reporting templates; and
  - b. Evaluation of findings, using knowledge of workflows and operating practices.
13. Training, generating and distributing new practices, procedures and reports across team to achieve business improvement projects across Engineering and Infrastructure division.
14. Assist and develop reporting materials and/or information; ad-hoc tasking and reporting duties and perform other duties as requested by the Manager Infrastructure, Planning and Technical Services.
15. Undertake any other duties as reasonably directed within the limits of the employee's skills, competence and training.

## E. KEY COMPETENCIES:

### Knowledge and skills

#### Essential

1. A good understanding of budgeting processes.
2. A good comprehension of the various operating departments of a business organisation and a good working knowledge of the interpretation of customer requests and a sound understanding of crisis communications.
3. Demonstrated project Management experience.
4. Maintain, support and improve reporting systems and ensure the availability and integrity of data for the directorate.
5. Exchange information with others clearly and concisely.
6. Strong planning and organisational skills and the ability to multi-task in a fast-paced corporate environment.
7. Ability to think and operate beyond standard scope of responsibility, possess strong decision-making skills, demonstrate independent judgment and the ability to work autonomously and prioritise tasks
8. Advanced MS application skills.
9. Demonstrate strong communication (both verbal and written) and customer service skills.
10. Detail orientated, high degree of accuracy in all duties.
11. Strong planning and organisational skills and the ability to multi-task in a fast-paced corporate environment.
12. Excellent attention to detail.
13. Ability to generate professional correspondence and reports.

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- 14. Demonstrate advanced Microsoft Office suite.
- 15. Excellent interpersonal skills with demonstrated ability to take directions from a range of professionals and to prioritise workloads.
- 16. Co-ordinate the distribution of correspondence.

**Experience**

- 1. Five (5) years' demonstrated experience in a high level administration role with exposure to continual improvement strategy and/or goals.

**Qualifications**

- 1. Tertiary qualifications in Business Administration or minimum five (5) years' demonstrated experience in a similar role (desirable).
- 2. Ability to pass a pre-employment functional assessment and/or behavioural testing.
- 3. The role requires the possession of a current C Class Open Australian Drivers Licence.

**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
<input type="checkbox"/> Occasional	<input type="checkbox"/> Occasional	<input checked="" type="checkbox"/> Occasional
<input checked="" type="checkbox"/> 1 - 4 Hrs	<input type="checkbox"/> 1 - 4 Hrs	<input type="checkbox"/> 1 - 4 Hrs
<input type="checkbox"/> 4 - 6 Hrs	<input type="checkbox"/> 4 - 6 Hrs	<input type="checkbox"/> 4 - 6 Hrs
<input type="checkbox"/> 6 - 8 Hrs	<input checked="" type="checkbox"/> 6 - 8 Hrs	<input type="checkbox"/> 6 - 8 Hrs

**Work Environment:**

Attribute:	Yes	No
Chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Cold	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Dampness	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fumes/Gases	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Heat/Humidity	<input type="checkbox"/>	<input checked="" type="checkbox"/>
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 type="checkbox"/>	<input checked="" 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"/>
<input type="checkbox"/> Plant operation with maximum seat rating of 120kgs			

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## **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.
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:**

### **Corporate 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

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- 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.

## K. CERTIFICATION:

1. 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		



# POSITION DESCRIPTION

## 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.

#### CARING

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

We believe that people matter.

#### TEAMWORK

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

We cultivate commitment through shared purpose, to create value.

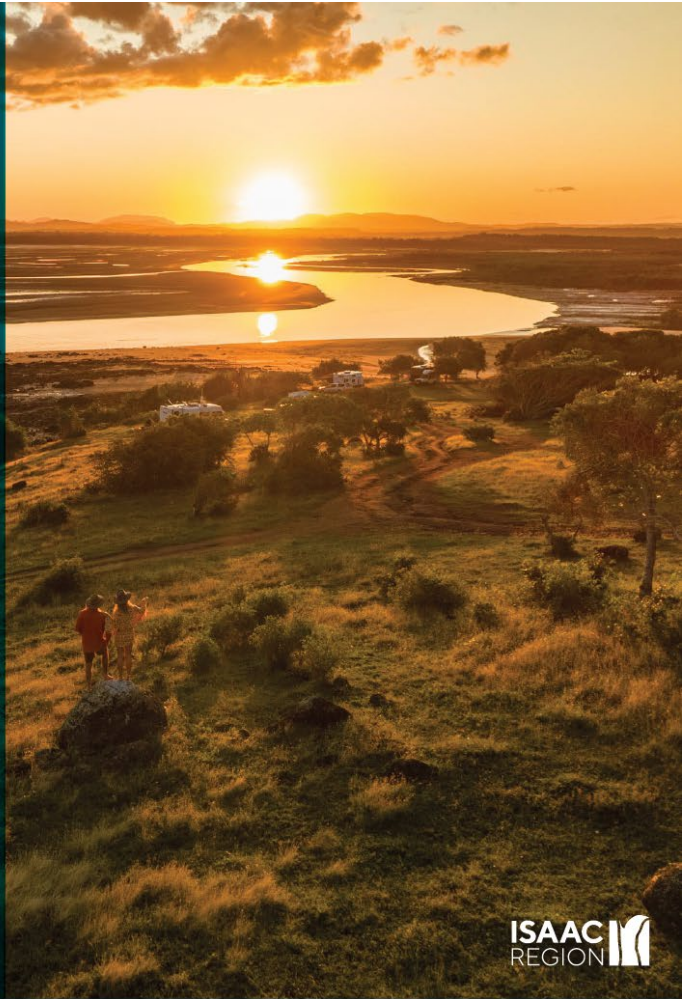
#### POSITIVE WORK ETHIC

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.**