



ENERGISE YOUR CAREER

BE PART OF OUR WORLD



**POSITION
DESCRIPTION**



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POSITION TITLE	Team Leader Business Services - PECS	CLASSIFICATION	Level Six (6)
DIRECTORATE	Planning, Environment and Community Services	AWARD STREAM	Queensland Local Government Industry Award – State 2017 Award Stream A and Isaac Regional Council Certified Agreement
DEPARTMENT	Office of the Director Planning Environment & Community Services	REPORTS TO	Director Planning, Environment and Community Services
POSITION NO.	60,001.00	LAST REVIEW DATE	October 2024

A. ORGANISATION SUMMARY:

Isaac Region covers an area of around 58,000km² comprising 120km of Great Barrier Reef coastline and extending over 400km west to incorporate a rich agricultural and grazing heritage in addition to 27 operating coal mines producing the world's premier metallurgical coal. Our residential population of 24,275 is made up of families, young people, resources and agriculture sector workers, retirees and sea/tree changers spread across 17 unique communities including the larger towns of Clermont, Coppabella, Dysart, Glenden, Middlemount, Moranbah, Nebo and St Lawrence. It also includes the smaller communities of Carmila, Clairview, Clarke Creek, Greenhill, Ilbilbie, Kilcummin, Mackenzie River, Mistake Creek and Valkyrie. Our region is exposed to a range of global influences and drivers which present unique challenges to the local government professionals who serve it. In order to address these challenges, the organisation is heavily invested in growing our cultural leadership capability 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 Planning Environment & Community Services (PECS) Directorate is accountable for planning and delivering Council's primary community and customer facing services. It also plans and delivers sustainable futures for Isaac's many communities as well as ensuring safe and liveable communities through its several regulatory functions. It ensures that Council is deeply engaged with its distinct 17 communities. It integrates with other Directorates across Council to realise the Isaac Vision through a range of corporate, operational and business plans. In pursuing the Isaac Vision, the PECS Directorate is directed by its Noble Purpose of... *Building communities through engagement, trust, innovation and value.*

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C. DEPARTMENT & POSITION SUMMARY:

The purpose of the Office of Director PECS is to define and communicate the strategic direction for the Directorate in collaboration with the Council and Chief Executive Officer. It provides leadership to the Directorate and sets standards and accountabilities for driving the PECS Noble Purpose and Isaac Vision in line with Council and Directorate Values. It models expected standards of leadership and behaviour, drives continuous improvement and holds the Directorate accountable for its performance against approved plans.

The Team Leader Business Services leads the development and implementation of corporate and administrative processes across the PECS Directorate. In this role, you will provide leadership and comprehensive support to our business operations, taking a continuous improvement and customer focussed approach to service delivery.

Key responsibilities for the role include:

- **Leadership and Support:** Provide leadership and comprehensive support to directorate business operations, focusing on continuous improvement and customer service standards.
- **Problem Solving and Business Improvement:** Lead problem-solving and business improvement initiatives to drive optimised operational and customer outcomes
- **Advice and Support:** Proactively advise and support the Director PECS and the PECS Leadership Team in implementing corporate standards and protocols.
- **Administrative performance:** Oversee directorate administrative functions, including corporate and Council reporting, finance and budgeting, risk identification and reporting, safety system engagement, and records management.
- **Support to Director:** Assist the Director in developing culture and leadership programs, recruitment and onboarding of new management staff, and oversight of training and development budgets and business planning activities.

The role has line supervision responsibility of the Executive Assistant – PECS, as well as providing guidance and leadership to the network of administration staff across the directorate.

D. DUTIES:

POSITION SPECIFIC ACCOUNTABILITIES / PERFORMANCE OBJECTIVES (INPUTS/OUTPUTS)

1. Provide leadership and comprehensive support to directorate business operations, ensuring a focus on continuous improvement and maintaining high customer service standards.
2. Lead problem-solving and business improvement initiatives aimed at driving optimised operational efficiencies and enhancing customer outcomes.
3. Identify, plan, and implement initiatives that enhance business processes, improve service delivery, and drive operational efficiency across the organisation by working closely with various departments to analyse operations and develop improvement strategies.
4. Proactively advise and support the Director PECS and the PECS Leadership Team in the implementation of corporate standards and protocols to ensure consistency and compliance.

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5. Oversee directorate administrative functions, including managing corporate and Council reporting, finance and budgeting processes, risk identification and reporting, engaging with safety systems, and maintaining records management.
6. Develop and coordinate comprehensive operational project plans in conjunction with the Project Manager, aligning stakeholder requirements with organisational goals throughout all project phases.
7. Assist the Director in developing culture and leadership programs that foster a positive work environment and promote effective leadership within the directorate.
8. Support the recruitment and onboarding of new management staff, ensuring a smooth transition and integration into the team, familiarisation with Council processes and reporting frameworks.
9. Oversee the PECS directorate training and development budget, ensuring that resources are allocated effectively to support staff development and organisational growth.
10. Support Managers in undertaking business planning activities, in accordance with Council standards and Corporate Plan expectations.
11. Collaborate with PECS department managers to develop accurate budget forecasts, track expenditures, and provide financial analysis to support decision-making processes. Provide guidance to department heads in budget preparation, monitor performance, and recommend corrective actions as needed.
12. Lead directorate-wide processes to ensure compliance with corporate standards and protocols, maintaining high levels of accountability and adherence to organisational policies.
13. Identify and mitigate risks within the directorate, undertake operational risk reporting and implementation of strategies to minimise potential issues and ensure operational stability. Provide insights and recommendations based on risk analysis and emerging trends.
14. Engage with safety systems to promote a safe working environment, ensuring that all safety protocols are followed, and risks are managed effectively.
15. Maintain accurate and up-to-date records, ensuring that all documentation is properly organised, accessible, and compliant with regulatory requirements.
16. Adhere to defined service quality standards, occupational health, and workplace policies and procedures to ensure high-quality, safe services and workplaces.
17. Undertake any other functions and duties as reasonably directed within the scope of your skills, competence, aptitude, and training.

E. KEY COMPETENCIES:

Knowledge and skills

Essential

1. Proficient understanding of administrative, governance, budgeting, and compliance processes within Local Government.
2. Possessing a practical understanding of corporate governance, risk and compliance within the context of local government and the community sector.
3. Exceptional written and interpersonal skills, with the capability to communicate, negotiate, network, and consult effectively across all levels. This includes the aptitude to prepare diverse reporting documentation to support program objectives.
4. Effective collaboration, influencing, and motivation skills across multiple workgroups, levels, and backgrounds.

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5. Demonstrated ability to analyse issues, develop collaborative solutions and adopt a proactive approach, with minimal direction, whilst delivering high quality work.
6. Ability to operate and think beyond standard responsibilities, with strong decision-making skills, independent judgment, autonomy, and task prioritisation.
7. Extensive experience in utilising the Microsoft Office Suite at an advanced level.

Experience

1. Demonstrated experience in business process improvement practices or a related field.
2. Proven track record in implementing continuous improvement methodologies.
3. Demonstrated ability in facilitating cross-functional project teams.

Qualifications

Mandatory:

1. The role requires the possession of a current C Class Open Australian Drivers Licence.

Desirable:

1. Tertiary or vocational qualifications in Business Administration, Management, Finance, or a related field; or a minimum of 5 years' experience in business process improvement, project management, budget management or related 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 |
| <input checked="" type="checkbox"/> Occasional | <input type="checkbox"/> Occasional | <input checked="" type="checkbox"/> Occasional |
| <input 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"/> |

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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"/>

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. Comply with any and all policy, procedures and work instructions to ensure the requirements for health, safety, wellbeing, quality and environment are adhered to.
2. Take reasonable care for their own health and safety.
3. Ensure actions or omissions do not adversely affect the health, safety and wellbeing of others or the environment.
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.
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. Comply with the requirements of Councils health and wellbeing policy, including participation in medicals, obtaining vaccinations and maintaining a general level of fitness to work.
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.

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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
 - 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:

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.

 **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.