



ENERGISE YOUR CAREER

BE PART OF OUR WORLD



POSITION
DESCRIPTION



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POSITION TITLE	Departmental Administration Officer – Engaged Communities	CLASSIFICATION	Level Four (4) – Five (5)
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	Engaged Communities Department	REPORTS TO	Manager Engaged Communities
POSITION NO.	65,510.00	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 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:

Engaged Communities is one of five (5) departments within the PECS Directorate and is responsible for leading Council's functions across our primary interfaces with communities, through our network of Community Hubs and our community development and engagement programs.

The purpose of Engaged Communities Department is to deliver excellence in how communities relate to, engage and do business with Council, through a network of purpose-built and integrated Community Hubs that deliver first-point-of-contact customer services, transactions and library services, as well as contemporary relationship building and engagement practice, events and community development programs which are highly attuned to the needs and aspirations of Isaac communities.

The Departmental Administration Officer position provides high level administrative, project management and business support to the Manager Engaged Communities and the Department as a whole.

The PECS Directorate is undergoing major change with the intention to drive higher levels of accountability, community capacity building, community development, service, trust and value in pursuing the Isaac Vision. This role is important to the overall change process in ensuring that the administrative processes, functions and systems supporting the Department also contribute to the success of the desired cultural and structural change.

C. DUTIES:

POSITION SPECIFIC ACCOUNTABILITIES / PERFORMANCE OBJECTIVES (INPUTS/OUTPUTS)

1. Supervise and provide coaching and guidance to the Administration Officer Engaged Communities position;
2. Provide high level administrative, reporting and financial/procurement support to the Engaged Communities Managers and Engaged Communities Department;
3. Support and facilitate the Manager's obligations for administrative, reporting and financial/procurement process rigor and apply appropriate gatekeeping to ensure departmental compliance within a separate accountability line to the PECS Executive Coordinator;
4. In collaboration with the Administration Officer Engaged Communities, develop process review and redesign skills to ensure processes within the Department's control are systematically and transparently reviewed periodically to be efficient and customer focused, and embrace the Noble Purpose Enablers (set out in p5 of PECS Functional Review Discussion Paper No.1);
5. Ensure all current forms, workflows, processes and procedures for their work are fully documented and updated on at least a 6 monthly and as needed basis;
6. Provide on-the-job training to other administrative roles where they exist within the respective department to broaden a peer understanding, skill set and internal support base;
7. Participate in Community Engagement skills training to add support to the Department in preparing Community Engagement Plans for review and signoff by the Engaged Communities Team, and subsequent delivery;

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8. In collaboration with the M3, the two M4 Managers and DPECS, investigate and develop systems for:
 - i. managing the gatekeeping processes around the Engagement Framework, Community Programs Framework and Community Events framework;
 - ii. recording, monitoring and reporting key community outcomes from the Engaged Communities Department including, for example, systems for (real-time) capturing, analysing and reporting on the daily engagements conducted by Community Programs Officers and Community Relations Officers to realise the value of this intelligence for Council planning and decision making;
 - iii. performance metrics for Community Hubs.
9. Learn the systems and procedures required to prepare Advisory Committee and PECS Standing Committee agendas and meeting minutes (including draft agenda collation, agenda review, and final agenda preparation) and undertake these functions as required;
10. Assist with coordination of projects and undertake research providing background information for responses by the Manager;
11. Assist with coordination and administration for the Engaged Communities team of community engagement processes, including a reasonable level of support for the Community Relations Officers;
12. Contribute to the facilitation of positive community outcomes by providing high level customer service, fostering and maintaining deep, respectful, collaborative relationships with team members and stakeholders both internally and externally;
13. Perform all duties in a professional and ethical manner, participate in teamwork, maintain and develop ongoing personal standards and competence, effectively manage own personal work priorities and promote the PECS Noble Purpose Enablers and values;
14. Apply a self-motivated and collaborative approach to resolving or finding solutions to matters or issues which present, and which are not specifically listed as accountabilities; and
15. Undertake any other duties, projects or service or development activities as reasonably directed within the scope of the employee's skills, competence and training.

D. KEY COMPETENCIES:

Knowledge and skills

Essential

1. Demonstrate core values at all times and a high level of integrity and ethics;
2. Good interpersonal, communication and organisational skills;
3. High level administrative, process, project and governance knowledge
4. Ability to multi-task and meet competing deadlines;
5. Ability to work as part of a team in a fast-paced environment;
6. Demonstrated ability to problem solve and develop processes and procedures that support business improvement.

Experience

1. Demonstrated experience in the provision of high level administrative, process, project and governance support;



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2. Demonstrated knowledge of administrative processes (Microsoft applications), including letter preparation, preparation of documents, meeting minutes, compiling memos, email management, photocopying, general financial processes and spread sheeting.

Qualifications

Mandatory:

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

Desirable:

1. Vocational qualifications in Business Administration, Local Government, Community Engagement and/or similar would be highly regarded.

E. 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"/>

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 type="checkbox"/>	<input checked="" type="checkbox"/>
Reaching	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>



F. 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.

G. 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.

Equipment Operated

1. Computer, motor vehicle, camera equipment

H. 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.

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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.

I. 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. Whilst employment is in the position described in this document it is understood that employment is with Isaac Regional Council. In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing.
3. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster or significant organisational crisis.
4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures.
5. Failure to maintain any licence or certificates, which are a condition of your employment, may result in demotion or termination as Council is unable to guarantee your transfer to a position not requiring said licence/certificate.

6. 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		



POSITION DESCRIPTION


DATE		
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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.