



# ENERGISE YOUR CAREER

BE PART OF OUR WORLD



**POSITION  
DESCRIPTION**



# POSITION DESCRIPTION



<b>POSITION TITLE</b>	Community Hubs Area Leader	<b>CLASSIFICATION</b>	Level Four (4) – Level Five (5)
<b>DIRECTORATE</b>	Planning, Environment and Community Services	<b>AWARD STREAM</b>	Queensland Local Government Industry Award (Stream A) – State 2017
<b>DEPARTMENT</b>	Engaged Communities	<b>REPORTS TO</b>	Coordinator Community Hubs
<b>POSITION NO.</b>	66,710.00 66,720.00 66,740.00	<b>LAST REVIEW DATE</b>	September 2024

## A. ORGANISATION SUMMARY:

Isaac Region covers an area of around 58,000km<sup>2</sup> 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.

## 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.

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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 Community Hubs Area Leader position is responsible for supervising Frontline Service Officers in one of three area clusters (Moranbah, Glenden/Nebo/Isaac Coast and Clermont/Middlemount/Dysart). They lead the provision and delivery of excellent customer and library services internally and externally throughout Isaac Regional Council and the application of Customer Service Standards.

Working closely with the Coordinator of Community Hubs, the Community Hubs Area Leader provides ongoing mentorship, tailored training programs, and developmental support to enhance the skills and capabilities of Frontline Service Officers. By fostering a culture of continuous improvement and professional growth, the Area Leader helps build a cohesive and high-performing team.

This position requires regular travel within the designated area cluster and to other IRC communities, which may occasionally involve overnight stays in fatigue accommodation.

## D. DUTIES:

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

1. Supervise and develop Frontline Service Officers (FSOs) by leading, coaching, and mentoring the FSO team to deliver comprehensive frontline services. Ensuring consistent and high-quality customer service by:
  - a. Conducting regular call monitoring
  - b. Provide ongoing coaching
  - c. Developing and implementing training programs to maintain high competency levels across all service areas.
  - d. Providing leadership and guidance on the implementation of corporate, financial, human resource and risk management processes for the Community Hubs work unit.
  - e. Implementing effective resourcing and rostering arrangements across the network of Community Hubs to ensure efficient use of resources whilst delivering on Council's service needs.
  - f. Developing FSOs according to the Frontline Service Officer Development Plan, ensuring proficiency in customer service and library functions.
2. Foster organisational learning and leadership by committing to continuous learning and development, participate in structured and on-the-job training, and lead efforts to achieve positive community outcomes. Maintain professional and ethical standards, manage work priorities, and promote IRC's values and service charter.
3. Facilitate the development of robust reporting frameworks to effectively capture insights gathered by the Community Hubs Team during their daily operations. These insights will inform the Engaged Communities and PECS Teams, as well as Council, Management, and other internal service delivery teams, regarding customer and community needs, priorities, and preferences.

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4. Collaborate on departmental projects by working with the Departmental Administration Officer and Coordinator Community Hubs to support departmental objectives through project coordination, process improvement, and research initiatives. Enhance process review and redesign skills to ensure efficient and customer-focused operations.
5. Implement comprehensive strategies and plans to guide the delivery of programs and services within Council's Community Hubs and facilities, as well as the broader community, ensuring regular review cycles and meaningful engagement with team members throughout the process.
6. Deliver high-level frontline services by providing exceptional customer service and library functions, including face-to-face interactions, call center management, processing payments, and managing facility bookings. Engage with community members, promote Council resources, and actively participate in grassroots program delivery.
7. Implement effective staff engagement, leadership, training, coaching and mentoring activities to foster growth and development of team members and supervisors to achieve corporate objectives whilst fulfilling Council's corporate values and directorate cultural leadership standards.
8. Maintain accurate records as they relate to the Community Hubs business function and wider administration of Council including collection and processing of data and statistics;
9. Lead implementation of Council's safety and wellbeing management framework across the Community Hubs team, ensuring team understanding and active participation in shaping a positive safety culture at Isaac Regional Council.
10. Coordinate reviews, inspections, monitoring and replacement/refurbishment of technology and built assets within the Community Hubs network;
11. Provide operational support as required by regularly travelling to support service delivery across various office locations, maintain accurate records, and ensure public and back-office areas are presentable.
12. Undertake any additional duties or projects as directed, within the scope of your skills and training, to support the overall goals and operations of the organisation.

## E. KEY COMPETENCIES:

### Knowledge and skills

#### Essential

1. Demonstrate workplace leadership which fosters a positive and productive culture by modelling exemplary performance and behaviours
2. Strong customer and community focused ethos as reflected in Council's Customer Service Charter.
3. Demonstrated commitment to Isaac Regional Council's Vision and Values and PECS Noble Purpose.
4. Excellent interpersonal skills with a capacity to work collaboratively, solve problems and resolve conflict.
5. High level written and verbal communication skills.
6. Self-motivated with the ability to work individually and as an effective team member with a continuous improvement approach.
7. Strong face-to-face engagement capacity.

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## Experience

1. Demonstrated experience in the delivery of high-level face-to-face, telephone, and online customer service and/or library services.
2. Previous experience in a supervisory or team leadership role is highly regarded
3. High level experience and knowledge of Microsoft Office suite.
4. High level experience and knowledge of organisational, customer service, and library enterprise management systems.
5. Experience in working in a multi-faceted and dynamic customer focused workplace.

## Qualifications

### Mandatory:

1. The role requires the possession of a current C Class Open Australian Drivers Licence.
2. Blue Card from the Commission for Children, Young People and Child Guardian, or ability to obtain prior to commencement.

### Desirable:

1. Vocational qualifications in customer service, library and information services, workplace training and assessment or other qualifications and/or a minimum of two (2) years experience relevant to a community/customer-facing role.
2. A tertiary qualification in the above fields is not essential, although would be highly regarded.

## 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 checked="" type="checkbox"/> 4 - 6 Hrs | <input type="checkbox"/> 4 - 6 Hrs             |
| <input type="checkbox"/> 6 - 8 Hrs            | <input 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

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## 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 checked="" type="checkbox"/>	<input 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.

### **Equipment Operated**

1. Computer, motor vehicle

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## 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.

## K. CERTIFICATION:

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



# POSITION DESCRIPTION



	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.**