



# ENERGISE YOUR CAREER

BE PART OF OUR WORLD



**POSITION  
DESCRIPTION**



# POSITION DESCRIPTION



<b>POSITION TITLE</b>	Hospitality Causal	<b>CLASSIFICATION</b>	Level One (1)
<b>DIRECTORATE</b>	Planning, Environment and Community Services	<b>AWARD STREAM</b>	Queensland Local Government Industry Award – State 2017 Award Stream B and Isaac Regional Council Certified Agreement
<b>DEPARTMENT</b>	Community Facilities	<b>REPORTS TO</b>	Centre Operations Leader - Moranbah
<b>POSITION NO.</b>	67,634.00 67,636.00	<b>LAST REVIEW DATE</b>	January 2025

## 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.

## A. DIRECTORATE SUMMARY:

The Planning Environment & Community Services (PECS) Directorate is accountable for planning and delivering the majority of Council's customer-facing and frontline 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 trusted customer service and creating value.*



## B. DEPARTMENT AND POSITION SUMMARY:

The Community Facilities Department ensures an integrated approach to internal organisational services across the organisation. The overall Community Facilities Department is responsible for leading and delivering the creation of value from the community facilities that Council operates directly itself, those it leases to commercial operators and those it makes available to community organisations by way of leases or other tenures, across the Isaac Region. Its purpose is to drive the best long-term performance, community service and value from the Region's 8 Aquatic Facilities, 18 Halls/Centres, and portfolio of properties including Child Care Facilities which are leased to Community organisations. The PECS Noble Purpose of Building Communities through engagement, trust, innovation and value drives the Department's purpose towards the realisation of the Isaac Vision.

This means that the Department actively manages and facilitates continuous performance improvement and reporting from these facilities and develops strategies for the ongoing sustainability of an optimum portfolio of community facilities.

Within this context, the Hospitality Casual as a valued team member has a responsibility to provide efficient and effective support to the whole team, ensuring success both operationally and financially whilst upholding a level of excellence in customer service.

One of the objectives of the current change across the PECS Directorate is to drive a more effective and accountable culture at a fundamental level in each of the five new departments. The role must function with transparency and utmost integrity within the community and organisation and live both the corporate and PECS values.

## C. DUTIES:

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

- a. Provide high quality hospitality services within the Council operated facilities in Moranbah (and other Isaac centres for particular events, as required from time to time) in line with the PECS Noble Purpose and Isaac Vision, including the following:
  - I. Set up and clean up for events and functions in an efficient manner;
  - II. General cleaning including but not limited to; cleaning kitchen, bathrooms and halls (washing dishes, vacuuming, dusting, mopping, etc.) as required for daily operations;
- b. Provide a high level of service for programs, events and functions;
- c. Be reasonably flexible in providing assistance at other facilities;
- d. Undertake occasional administrative/customer service support as required;
- e. Ensuring safe handling and storage of chemicals and cleaning equipment is maintained at all times;



- f. Workplace health and safety accountability;
- g. 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;
- h. 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
- i. Undertake any other duties as reasonably directed within the limits of the employee's skills, competence and training.

## D. KEY COMPETENCIES:

### Knowledge and skills

#### Essential

1. Demonstrated experience in events and function service is highly regarded;
2. High level of customer service, including teamwork, is required;
3. A comprehensive understanding of chemical safe handling and cleaning equipment usage is required;
4. Strong work ethic and a commitment to quality standards are required;
5. Ability to work flexible hours is required, including early mornings, late evenings and weekends

#### Experience

1. Demonstrated experience in cleaning service is required;
2. Demonstrated customer service experience is required.

#### Qualifications

1. Ability to pass a pre-employment functional assessment and/or behavioural testing;
2. First aid certificate or the ability to obtain;
3. Responsible Service of Alcohol certificate is desirable;
4. Food Handlers Certificate would be highly regarded;
5. The role requires the possession of a current C Class Open Australian Drivers Licence.

## 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. Always act in line with the Principles as outlined in Council's Code of Conduct. Specifically;
  - a. Integrity and Impartiality

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- 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

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

## E. 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 within their powers.

## F. 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.

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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, kitchen, cleaning, camera and audio equipment

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

## Repetitive Motions:

- Simple Grasping     Fine Manipulation     Pushing & Pulling     Finger Dexterity     Foot Movement

## This Job Will Require:

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

## H. GENERAL OBLIGATIONS

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

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.

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## 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		
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.