

POSITION DESCRIPTION

TITLE OF POSITION:	Council Support Officer
POSITION STATUS:	Permanent Part time
DEPARTMENT:	Corporate Services
LOCATION:	Jundah / Stonehenge / Windorah
AWARD:	Queensland Local Government Industry Award (Stream A) – State 2017
LEVEL:	2.1

Barcoo Shire - The Heart of the Channel Country, Outback Queensland

Barcoo Shire Council is the local authority for the Barcoo Shire area. The Shire is a remote rural local government area located in Central Western Queensland and covers an expanse of 61,974 square kilometres (an area about the size of Tasmania). Barcoo Shire incorporates the towns of Jundah, Windorah and Stonehenge. The total population of the Shire is approximately 308 and its administration centre is Jundah.

Council's vision is a professional organisation creating a better future for our community.

Council's mission is to serve our community through sustainable infrastructure and service delivery

Council's values are:

1. **Simplicity** – We will simplify things for ourselves and our community, and focus our efforts on the things that matter most.
2. **Transparency** – We will meaningfully engage with our community in our decision-making processes and in the delivery of our projects, services and infrastructure.
3. **Accountability** – We are all accountable for our actions, inactions, professionalism, performance and behaviour which will drive our culture of continuous improvement.
4. **Respect** – We will respect each other, our organisation, our community and our environment.

ABOUT YOUR ROLE

COUNCIL SUPPORT OFFICER

Provide quality administration, customer service, contribute efficiently and effectively to all Barcoo Shire Council operations.

This role is diverse and requires you to be flexible, have excellent time management skills, an ability to plan and organise your own work and to resolve minor work procedural issues.

ORGANISATIONAL RELATIONSHIPS

Reports to: Director of Corporate Services
Department: Corporate Services

PERFORMANCE ASSESSMENT

- Key Performance Indicators (KPIs) will be developed between the employee and the Supervisor or Manager and reviewed annually through the Performance Review Process;
- This position is subject to an annual Performance Review in accordance with Council's Performance Management System; and
- Individual performance will be measured against the responsibilities outlined in the Duties Statement.

The incumbent must be:

- Prepared to work flexible hours to meet the requirements of the position;
- Medically fit and physically capable to meet requirements of the position;
- Prepared, if required, to undertake a medical assessment by Council's medical practitioner; and
- Prepared, if required, for Council to undertake a Criminal History Check.

ESSENTIAL FOR THIS ROLE

Knowledge and capacity

- Experience in, or the capacity to gain knowledge in Local Government operations, policies and statutory requirements;
- Experience in, or the capacity to gain knowledge in document and record management including the infoXpert software;
- Experience in or the capacity to gain knowledge of Queensland's State Archives record keeping regulations and standards, including retention and disposal requirements;
- The capacity to learn and apply Right to Information and Information Privacy legislation and regulations;
- Experience in, or the capacity to gain knowledge in council's procurement policy and programs;
- A commitment to maintaining a safe working environment;
- Knowledge of MS Office Suite.

Skills and ability

- High level of numeracy, keyboard, written and verbal communication skills;
- Good organisational and time management skills;
- Ability to work within a team environment;
- Ability to follow direction and complete tasks within given timeframes;
- A degree of judgement, initiative and confidentiality;
- Experience in, or the ability to learn software products, including MAGIQ, SKYTRUST, VENDOR PANEL and PRACTICAL.
- Computer skills including Electronic Document and Records Management and MS Office Suite; and
- Data entry and basic word processing skills.

Experience/ Qualifications

- Previous experience in a similar role – highly regarded;
- Certificates or qualifications in business, finance or a related field - highly regarded;
- Previous Local Government Record Management Experience - desirable;
- Experience in procurement in a large organisation - desirable;
- Current 'C' Class Driver's License - essential; and
- Willing to obtain a Working with Children 'Blue Card' to work with or supervise people less than eighteen (18) years of age if required.

PHYSICAL REQUIREMENT ASSESSMENT FOR THIS ROLE

PHYSICAL REQUIREMENTS									
Light Duty	Frequent lifting / carrying of objects weighing up to 5kgs.					<input checked="" type="checkbox"/>			
Work	Frequent lifting / carrying of objects weighing up to 10kgs.					<input checked="" type="checkbox"/>			
Heavy Work	Frequent lifting / carrying of objects not exceeding 25kgs					<input type="checkbox"/>			
WORK ENVIRONMENT									
ATTRIBUTE			MANOEUVRE	FREQUENT	OCCASIONAL	NONE			
Chemicals	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Bending	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
Cold	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO	Squatting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
Dampness	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Climbing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
Fumes/gases	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Twisting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
Heat / Humidity	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO	Reaching	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
Heights	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	PLANT OPERATION						
Noises	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO	Maximum seat rating of 120kgs						
SPECIFIC ACTIONS REQUIRED				AUDIO – VISUAL DEMANDS		REPETITIVE MOTIONS			
This job may include:									
Standing/Walking		Sitting		Driving		Hearing	<input checked="" type="checkbox"/>	Foot Movement	<input checked="" type="checkbox"/>
<input type="checkbox"/>	None	<input type="checkbox"/>	None	<input type="checkbox"/>	None	Depth Perception	<input checked="" type="checkbox"/>	Fine Manipulation	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Occasional	<input type="checkbox"/>	Occasional	<input checked="" type="checkbox"/>	Occasional	Colour Discrimination	<input checked="" type="checkbox"/>	Pushing/Pulling	<input checked="" type="checkbox"/>
<input type="checkbox"/>	1-4 hrs	<input type="checkbox"/>	1-4 hrs	<input type="checkbox"/>	1-4 hrs	Peripheral Vision	<input checked="" type="checkbox"/>	Finger Dexterity	<input checked="" type="checkbox"/>
<input type="checkbox"/>	4-6 hrs	<input type="checkbox"/>	4-6 hrs	<input type="checkbox"/>	4-6 hrs			Simple Grasping	<input checked="" type="checkbox"/>
<input type="checkbox"/>	6-8 hrs	<input checked="" type="checkbox"/>	6-8 hrs	<input type="checkbox"/>	6-8 hrs				

DUTIES STATEMENT

COUNCIL SUPPORT OFFICER

This role will require the highest standards of confidentiality in maintaining council records and information in accordance with Council's Code of Conduct.

The incumbent will report directly to the Director of Corporate Services and is designed to provide a full range of administrative support in a timely, accurate and detailed manner, including:

- Undertaking administrative duties including, (but not limited to):
Maintaining the Record Management System (infoXpert)
Managing the Council facilities and housing maintenance program including liaising with tenants and contractors.
- Assisting in administrative support to the CEO, Mayor, Councillors and Executive Leadership Team (ELT);
- Attending to customer inquiries, providing accurate and timely information and assistance;
- Answering telephones and distributing calls and/or taking messages in a professional and efficient manner;
- Assisting in Council's procurement activities, including use of the Vendor Panel System;
- Assisting in preparation of reports, agendas, minutes and actions, ensuring that documents are appropriately managed and recorded;
- Maintaining high professional standards by always being courteous, helpful and polite in interacting with council staff, councillors and members of the public;
- To be trained in, and undertake relief cover when required, including, but not limited to:
 - Works & Services Department;
 - Payroll, Accounts & Rates;
 - Stores & Purchasing;
- Other relevant duties as determined by the Director of Corporate Services.

WORKING FOR BARCOO SHIRE COUNCIL

RESPONSIBILITIES

Ethical Behaviour

Employees must:

- Perform all jobs, tasks and processes in accordance with relevant guidelines and standards;
- Operate and maintain all Council assets including plant, fleet and equipment within Council guidelines and manufacturers specifications;
- Behave in a manner consistent with Council's Code of Conduct and HR policies and the Local Government and Regulations Act 2012; and
- Maintain confidentiality of all Council information obtained during the course of employment.

Customer Service

Employees must:

- Foster and maintain strong public relations with Council's ratepayers, clients and other bodies directly or indirectly associated with Council; and
- Provide excellent customer services to all stakeholders in accordance with Council's Customer Service Charter.

Teamwork and Participation

Employees must:

- Establish and maintain effective professional relationships with the Chief Executive Officer, managers, supervisory staff, employees and contractors; and
- Maintain a positive team culture based on honesty, trust and integrity.

Work Health and Safety

Employees must:

- Actively use and promote the use of council's WHS Management System 'Skytrust';
- Actively participate in programs designed to monitor and protect the health and safety of staff in their workplace and the development of a safety culture within Council
- Actively comply with provisions of the *Work Health and Safety Act 2011* by taking all reasonable precautions to ensure the health and safety of self and others;
- Demonstrate a zero tolerance for unsafe practices and procedures;
- Rectify actual or potentially hazardous situations, where appropriate, in accordance with established policies and procedures; and
- Report as soon as practicable to your Supervisor/Manager - unsafe equipment, work practices or conditions - potential hazard - near misses - all injuries sustained whilst in the performance of work duties – damage to Council equipment or property.

OTHER INFORMATION

- Acquire and maintain current knowledge of the requirements and functions of employees and Council under the *Local Government Act 2009*;
- Barcoo Shire Council is an Equal Employment Opportunity employer;
- Council currently operates under the Queensland Local Government Industry Award (Stream B) – State 2017 and Barcoo Shire Council Local Government Operational Employees’ Certified Agreement 2021-2024;
- All Employees within Council are subject to an initial three-month probationary period; and
- It is essential that applicants are interested in the lifestyle and unique rewards of working towards the development and prosperity of a small rural remote community.

POSITION DESCRIPTION ACCEPTANCE

I agree and accept all terms, conditions and duties outlined in this document.

Employee Signature: _____

Employee Name: _____

Date: _____

CEO Signature: _____

CEO Name: _____

Date: _____