



Blackall-Tambo **Regional Council**

Lifestyle & Community Services **Administration Officer**

Permanent Part-Time Position

- **Attractive Salary.**
- **Variety of duties.**
- **3 days per week.**

Council is seeking an enthusiastic applicant with a can-do attitude to join our Community and Lifestyle Hub in Blackall as an Administration Officer.

This position is a job share role and will be based on a 3-day week roster. Duties will include:

- Customer Service and Administration at the Community and Lifestyle Hub in Blackall;
- Library and Visitor Information Centre services;
- Community Engagement, including Events Planning and Management;

We are looking to appoint someone with the following qualities;

- Experience in Microsoft Office programs;
- Holds current or has the ability to obtain a Working with Children Blue Card;
- Excellent Customer Service;
- 'CA' Class Drivers Licence

Application forms are available on Council's website www.btrc.qld.gov.au Further information can be obtained by contacting Council's Group Manager, People, Culture & Safety on (07) 4621 6600 or via email at jodie.richardson@btrc.qld.gov.au

Application forms should be submitted in a sealed envelope marked:

Private and Confidential
Attention: Chief Executive Officer
Blackall-Tambo Regional Council
PO Box 21
BLACKALL QLD 4472

Applications close: Thursday 17th October 2024 at 3.00pm

"Blackall-Tambo Regional Council is an Equal Employment Opportunity Employer"



Blackall-Tambo

Regional Council

POSITION DESCRIPTION

POSITION:	Administration Officer – Lifestyle & Community Services
AWARD CLASSIFICATION:	Level 4 - Local Government Industry Award – State 2017 (Stream A)
REPORTS TO:	Lifestyle and Communities Manager

1. PURPOSE

Present a professional image of Council through the provision of excellent customer service. Ensure that customers are given accurate, timely, courteous and consistent information and provide information to customers on a diverse range of issues.

Complete all administrative and clerical duties associated with customer requests, complaints, payments and other activities undertaken by Council.

2. RESPONSIBILITIES AND DUTIES

- Provide a high quality of customer service at the Blackall Lifestyle and Community Hub, resolving customer enquiries, assisting with programs, community bookings, receipting, basic tourism/ library/ community services support and other customer related duties;
- Provide administrative support to the DLCS, Managers and operational staff of the Lifestyle and Community Services Team;
- Assist with the service delivery and operational needs of Lifestyle and Community Services (set up for events/ activities etc)'
- Prepare outgoing postage;
- Maintain a sufficient stock of relevant Customer Service forms;
- To keep up to date with relevant legislation, policies and procedures;
- Understand and operate within relevant Council policies and procedures;
- Maintain office equipment and ordering of routine services where necessary;
- Record bookings of Council facilities as required;
- Prepare and process daily banking duties. i.e. cash by post;
- Updating Noticeboards with current information;
- Any other duties as directed by the Manager or Director of Lifestyle and Community Services.

3. SKILLS, KNOWLEDGE, EXPERIENCE AND QUALIFICATIONS

- Proven ability to work within a team based environment.
- Ability to work unsupervised and to follow detailed instructions.
- Working knowledge and proven commitment to Workplace Health & Safety.

- Full licences and accreditations with relevant governing bodies for plant operations and specialised tasks.
- Working knowledge of Council operations and Quality Assurance principles.

4. WORKPLACE PROTOCOL

- If illness occurs, staff should phone their immediate supervisor preferably half an hour prior to the day's start.
- All works areas are to be kept in a clean and tidy manner.
- In all instances of overtime, no payment or time in lieu will occur unless authorised by the relevant Supervisor.
- All Council employees shall abide by and uphold Council's Code of Conduct and respect the image and ethos of Council, to provide superior services to our clients and community.
- Employees are to ensure that all licences are maintained and that they do not operate plant and equipment for which they are not licensed or competent. The Chief Executive Officer shall be informed within two working days upon loss, suspension, or expiry of any work related licence.

5. AUTHORITY

The employee has authority to adhere to all policy and procedures adopted by the Blackall-Tambo Regional Council and to operate within the scope of legislative requirements. All contact with members of the public, government agencies, other internal and external clients and fellow employees shall be in good faith and in accordance with internal protocols within the work group and authority of the position.

6. PHYSICAL REQUIREMENTS

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 20kgs.

Audio Visual Demands

- Peripheral Vision
- Hearing

Specific Actions Required

This job may include:

Standing/ Walking

- None
- Occasional
- 1-4 Hours
- 4-6 Hours
- 6-8 Hours

Sitting

- None
- Occasional
- 1-4 Hours
- 4-6 Hours
- 6-8 Hours

Driving

- None
- Occasional
- 1-4 Hours
- 4-6 Hours
- 6-8 Hours

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 the following;

Action	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"/>

7. Workplace Health and Safety Obligations

All employees have a legal obligation to comply with regulatory requirements and BTRC's SMS (*Blackall-Tambo Regional Council's Safety Management System*) incorporating WH&S policies, procedures and work instructions. These are introduced to ensure the health and safety of employees, contractors, visitors, volunteers, the public and surrounding environment and remain compliant with Industry Benchmark Standards.

The following statements apply to all employees, including permanent, part-time and casual employees.

Your responsibilities include:

- To comply with instructions given for WH&S at a workplace by the employer;
- Comply with the **health and safety duties and Duty of Care** requirements as specified Within the *Work Health & Safety Act 2011, Part 2*;
- Timely reporting all accidents, incidents, minor injuries, near misses and property damage (within 24 hours) and assisting if required, with the investigation of all incidents in the workplace;
- For a worker to use the PPE (Personal Protective Equipment) provided by the Employer after proper instruction in its use;
- Not to wilfully or recklessly interfere with, or misuse anything provided for WH&S at the workplace, including yourself;
- Adhere to the BTRC-SMS by remaining compliant to Council's WH&S Management Plan and completing relevant Monthly Action Plan items;
- Performing all work and associated functions in a safe, efficient and effective manner;
- Complying with all documented WH&S policies, procedures, work instructions and verbal instructions issued by the organisation or its officers;

- Provide advice to ensure risk assessments are conducted and recorded for all identified hazards, or prior to the implementation of new work practices, hazardous substances, or plant. Also as required, assist or participate in carrying out risk assessments on identified hazards;
- Identify hazards, conduct risk assessments and implement corrective action to eliminate hazards where possible and/ or control risks in the workplace;
- To report hazards and risks in accordance with WH&S procedures;
- Establish and maintain a high standard of housekeeping within your individual work area(s) and generally within the Blackall-Tambo Regional Council's areas of responsibilities;
- Attend all toolbox, team talks and specific training (e.g. Take 5's etc.) as supplied and required by Blackall-Tambo Regional Council;
- Be familiar with the location of first aid kits, fire protection facilities and evacuation procedures;
- Report any WH&S concerns to your Supervisor, Workplace Health and Safety Representatives or Council's Workplace Health & Safety Team.

8. PERFORMANCE INDICATORS

All functions are performed within the appropriate standards set out under terms and conditions of employment as set out by Blackall-Tambo Regional Council and specifically within your performance agreement.

Employee Name: _____
Employee Signature: _____
Date: _____
Chief Executive Officer Name: _____
Signature: _____
Date: _____



Blackall-Tambo **Regional Council**

KEY SELECTION CRITERIA

Lifestyle and Community Services Administration Officer

Together with energy, enthusiasm and commitment the successful applicant will possess the following -

KSC 1	Demonstrated organisational skills, including the ability to establish work priorities to meet deadlines and commitments
KSC 2	Demonstrated ability to work in a team-based environment.
KSC 3	Demonstrated ability to use a variety of computer software packages, and office equipment, in particular the Microsoft Office Suite.
KSC 4	Excellent oral and written communication skills.
KSC 5	Working knowledge and proven commitment to Workplace Health & Safety.