

POSITION DESCRIPTION

Position Details

Position Title:	Administration Officer (RMWABLC)
Reports To:	Economic Development Manager
Department, Section, Stream, Unit:	Strategy, Innovation & Assets, Economic Development, Economic Development/Tourism
Remuneration:	Level 1 - 2 Queensland Local Government Industry (Stream A) Award – State 2017
Form of Engagement:	Permanent Full-Time
Hours of Duty:	72.5 hours per fortnight
Place of Employment:	RM Williams Australian Bush Learning Centre (RMWABLC or “the Centre”), Eidsvold
Incumbent:	
Employee No:	

Our Vision

By 2030, the North Burnett will be the region of choice for people to live, work and play.

Our Mission

To lead the region toward a thriving future for us all to enjoy.

North Burnett Regional Council will achieve this vision by focusing on five priority programs:

1. Our Productive Region
2. Our Happy, Healthy and Safe Region
3. Our United Region
4. Our Vibrant and Naturally Beautiful Region
5. Our Efficient and Effective Council

Position Objectives

To assist the Economic Development Manager with:

- The efficient and effective operation of all aspects of the RM Williams Australian Bush Learning Centre, including technical and front-of-house services, facilities, client liaison, marketing and promotion of centre as a stop-over destination, work health and safety and maintenance.
- Promotion and advertising of the North Burnett Regional Council as an area of interest to visit and/or reside.
- Administrative support for Narayen.

Position Requirements

Essential:

- Ability to meet Key Duties and Standards as outlined below.
- Well developed interpersonal skills and ability to contribute to a cohesive team environment and maintain positive relationships with internal and external stakeholders.
- Demonstrated numeracy, written and verbal communication skills.
- Provide and maintain effective and quality customer service
- Work effectively under supervision to manage time, plan, organise and prioritise own work, and if required oversee and/ or guide the work of others to achieve defined outcomes.
- Attention to detail and ability to perform work with a high level of accuracy.
- Demonstrated data entry and word processing skills, and proficiency in the use of Microsoft Office Suite, and Council's Information Management Systems, or ability to rapidly acquire same.
- Knowledge of, or ability to acquire knowledge of Council's standard work practices, procedures and policies relevant to the work area (e.g. clerical duties including reception, answering routine customer inquiries, operating office equipment, prepare routine correspondence, reports, agendas and minutes of meetings, handling cash transactions, receipting, daily banking functions and to manage diaries / appointment schedules of others).
- A developing knowledge of statutory requirements relevant to the work area.
- Exercise sound judgement, initiative, confidentiality and sensitivity in the performance of work.
- Current unrestricted manual "c" class drivers licence.
- An understanding of contemporary customer service practices and principles, or ability to acquire same.

Desirable:

- General understanding of the local government industry.
- Experience in the tourism industry.
- Working knowledge of statutory requirements relevant to the work area.
- Relevant Australian Qualifications Framework Certificate III (or higher). Experience in the provision of customer service.

Key Duties and Standards

Key Duties	Key Standards
Work and participate in an enthusiastic and co-operative team spirit.	<ul style="list-style-type: none"> • Duties are undertaken in a manner that promotes cooperation and good relationships within Council; • Work information is shared with co-workers to ensure designated work goals are met.
Respond to emergency events on a roster basis if required.	
Adopt best practice work methods on work tasks	<ul style="list-style-type: none"> • Work skills improved by active participation in Council training programs; • Contributes to review of procedures;

Key Duties	Key Standards
	<ul style="list-style-type: none"> • Potential problems identified and action taken to minimize impact; • Work procedures enhanced by participation at team and individual workshops; • Participates in workplace skills assessments and required training; • Contributes to the annual Employee Development Review with supervisor or other relevant staff as required; • Makes constructive suggestions for improvement of work output.
<p>Communicate effectively with the community and within the workplace.</p> <p>Provide front counter customer service, as required.</p>	<ul style="list-style-type: none"> • Information, instructions and decisions are understood and adhered to; • Communication with others is conducted in a clear and concise manner and focused on the best way to achieve work objects; • Concise, relevant work information is provided in response to supervisor requests within designated timeframes; • Basic literacy and numeracy skills are applied for maintaining records (e.g. servicing records, completing timesheets and other relevant documentation).
<p>Maintain high standards of conduct and comply with all relevant rules and requirements.</p>	<ul style="list-style-type: none"> • Understanding and day to day implementation of Council's Code of Conduct; • Acts professionally at all times; • Operates within the boundaries of organizational processes, legal and policy constraints; • Maintains personal integrity and sets personal standards which reflect ongoing development professionally and the pursuit of relevant opportunities to achieve excellence.
<p>Maintain a good attendance record.</p>	<ul style="list-style-type: none"> • Punctual start and finish times.
<p>Ensure safe working procedures and practices are undertaken in all activities in accordance with Council's Work Health and Safety policies and procedures;</p> <p>Contribute to managing the security of the building.</p>	<ul style="list-style-type: none"> • Awareness of and compliance with Council's Work Health and Safety Policies and Procedures, including relevant Duty Statements, correct use and maintenance of all protective clothing and equipment supplied, compliance with lawful instructions issued by senior staff, incident reporting,

Key Duties	Key Standards
	<p>hazard identification and reporting, taking corrective action to eliminate hazards where possible, conducting risk assessments as required, establishing and maintaining a high standard of house keeping and cleanliness in work areas and on Council property, assisting with investigation of incidents, attending toolbox talks, team meetings and training, familiarity with first aid treatment centres, fire protection facilities and evacuation procedures;</p> <ul style="list-style-type: none"> • Safety of public, other workers and self is maintained when performing duties.
<p>Undertake work in a prompt and efficient manner as directed.</p>	<ul style="list-style-type: none"> • Carries out all processes within the agreed timeframes; • Completes tasks as specified in a timely, accurate and professional manner.
<p>Apply skills in computer based systems including Practical Plus, Microsoft Office suite and InfoXpert.</p>	<ul style="list-style-type: none"> • Effectively enters, stores and retrieves information within computer based systems;
<p>Apply knowledge of general administrative functions relevant to the position including maintaining information knowledge management systems, processing mail, photocopying, faxing and word processing.</p>	<ul style="list-style-type: none"> • Administrative functions are executed efficiently in accordance with relevant Council policy and procedure.
<p>Undertake the following duties:</p> <ul style="list-style-type: none"> • Clean the centre and its facilities on a day-to-day basis; • Day-to-day operational use and in particular, the maintenance requirements of the Centre and its various facilities based on agreed KPI's and CSF's; • Monitor and record Centre usage and attendance statistics for reports to Council and the Advisory Committee; • Assist with the range of cinematic product suitable for screening on-site; • Negotiate with food and beverage suppliers as required; • Assist with the Visitor Information Centre Annual Audit; • Assist with monitoring the performance of the exhibit sales and take steps as required to maximise their profitability; 	<ul style="list-style-type: none"> • Engages with Council, the Community Organisations, sponsors, traditional owners, education partners and the general public in developing a positive, ongoing and productive relationship between the Centre, its contractors and clients; • Fosters and encourages volunteer participation and the recognition of the Centre as a true community facility for North Burnett and the surrounding region relative to non-commercial issues; • Ensures that regulations of various authorities in regard to storage and sale of food and beverages, conduct of public, fire regulations and other matters associated with the Centre are strictly observed; • Participates in and fosters a working environment that encourages teamwork, shared learning, information exchange, a

Key Duties	Key Standards
<ul style="list-style-type: none"> • Maintain a register of equipment assets within the Centre; • Sweep outside concrete pathways and undercover areas; • Ensure grounds are kept in a neat and tidy manner at all times; • Attend staff meetings as required; • Contribute to the monthly reporting to Council on the activities of the Centre; • Assist with external sponsorship and funding wherever possible to offset Centre running costs; • Market the Centre using proven promotional methods to ensure its recognition as a significant tourist attraction, based on agreed KPI's; • Assist with the liaising of travel agents, inbound wholesalers and tourism operators to maximise visitation and promotion of the Centre as required; • Assist with the preparation and development of sponsorship proposals and grant applications to assist in the further development and operation of the Centre; • Engage in appropriate promotional and fund-raising activities within the constraints of the budget approved by Council; • Assist with the development and maintenance of the Centre's web site/social media strategies; • Assist with the preparation of monthly operational statements; • Ensure that adequate security procedures are maintained for funds at all times; • Assist with the development of a process for the ongoing management and maintenance of the building, fixtures and fittings; • Ensure any fees charged to users or clients are paid and accountable in the revenue stream of the budget; • Participate in the effective and safe cash handling procedures at the Centre and 	<p>focus on customer service and the achievement of business success;</p> <ul style="list-style-type: none"> • Proactively supports the strategic direction of the Centre as laid down and endorsed by Council; • Assists with the fostering and encouragement of the establishment of relevant community support groups for the Centre, engaging in school participation, taking of Centre bookings, participation at meetings and attendances at events presented by the various groups.

Key Duties	Key Standards
<p>bank all monies in a timely and responsible manner;</p> <ul style="list-style-type: none"> • Ensure Centre accounts are processed in a timely manner; • Assist with the development and implementation of efficient and effective risk management plans across all service areas; • Ensure that Council are informed at the earliest opportunity of any material change in operations and/or relevant issues of a political or strategic nature that may require direct action; • Assist in the implementation, monitoring and review of risk management strategies and ensure compliance with relevant legislation and policies. 	

Extent of Authority

The incumbent is expected to exercise all necessary actions within the scope of the Position Requirements and Key Duties and Standards listed herein. In addition, the incumbent from time to time may also be required to undertake other duties within the Department as authorised by the General Manager Strategy, Innovation & Assets and / or the Economic Development Manager

Accountability

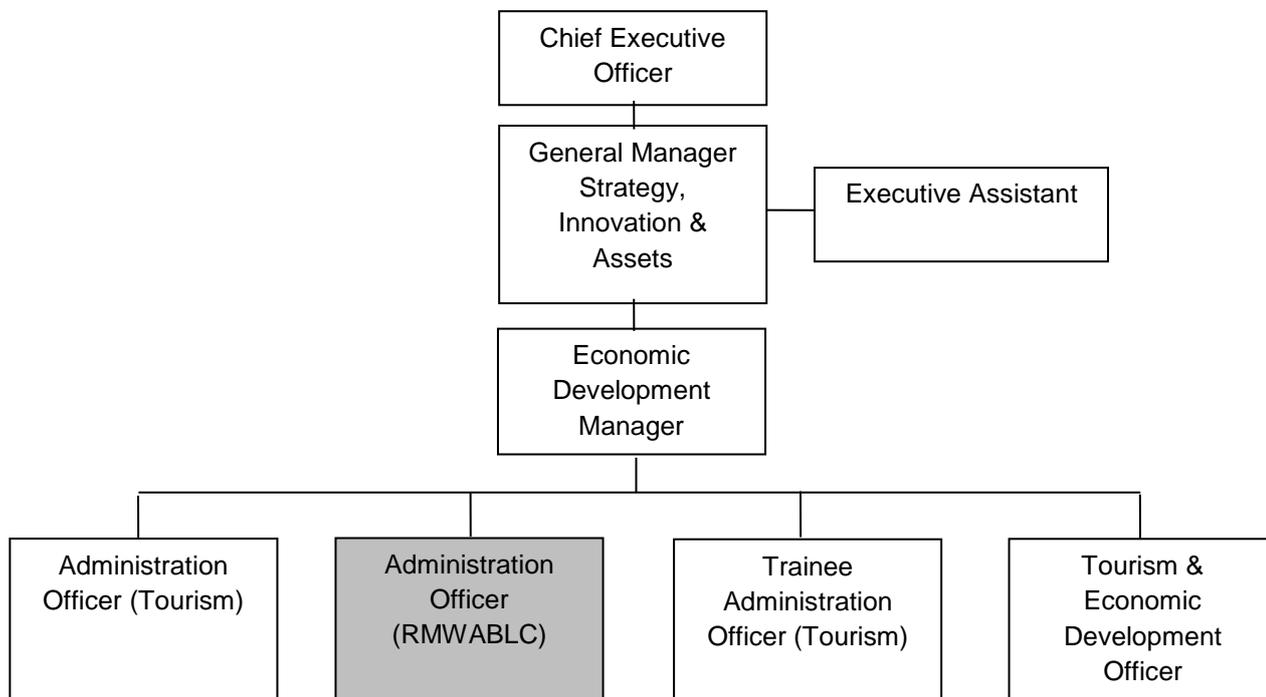
Reports to the Economic Development Manager.

Selection Criteria

- SC1 Well developed interpersonal skills and ability to contribute to a cohesive team environment and maintain positive relationships with internal and external stakeholders.
- SC2 Demonstrated numeracy, written and verbal communication skills.
- SC3 Ability to provide and maintain effective and quality customer service.
- SC4 Ability to work effectively under supervision to manage time, plan, organise and prioritise own work, and if required oversee and/ or guide the work of others to achieve defined outcomes.
- SC5 Attention to detail and ability to work with a high level of accuracy.

- SC6 Demonstrated data entry and word processing skills, and proficiency in the use of Microsoft Office Suite, and Council's Information Management Systems, or ability to rapidly acquire same.
- SC7 Knowledge of, or ability to acquire knowledge of Council's standard work practices, procedures and policies relevant to the work area (e.g. clerical duties including reception, answering routine customer inquiries, operating office equipment, prepare routine correspondence, reports, agendas and minutes of meetings, and to manage diaries / appointment schedules of others).
- SC8 Exercise sound judgment, initiative, confidentiality and sensitivity in the performance of work.

The structure of your team is shown below:



Other Matters

Work Health & Safety Duties

Work is to be carried out in accordance with SAFEPLAN – Council’s Work Health and Safety Management System. Employees must ensure that they do not put the Health and Safety of themselves or others at risk. Work is to be carried out to meet WHS duties and responsibilities as detailed in the relevant legislative requirements and standards including Council policies and local laws.

Staff Code of Conduct

Work is to be carried out in accordance with the Staff Code of Conduct. All employees are expected to make themselves familiar with the Code and its contents.

Performance Plan

Performance will be reviewed annually against the responsibilities, accountabilities, and behaviours defined in this role description; together with a performance plan developed by the Chief Executive Officer and approved by the Senior Executive Employee Steering Group.

CERTIFICATION BY THE INCUMBENT:

I have read and understood my position description as stated above and acknowledge my duties and responsibilities contained therein.

Signed : _____ Dated: / /

Name:

CERTIFICATION BY THE GENERAL MANAGER OR SUPERVISING OFFICER (if applicable):

I have reviewed the Position Description with the incumbent and affirm its contents

Signed : _____ Dated: / /

Name:

CERTIFICATION BY THE CHIEF EXECUTIVE OFFICER (or his/her delegate):

I have reviewed the Position Description with the incumbent and affirm its contents

Signed : _____ Dated: / /

Name:

Additional Remarks / Comments: