



# ENERGISE YOUR CAREER

BE PART OF OUR WORLD



## POSITION DESCRIPTION



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<b>POSITION TITLE</b>	Digital and Programs Officer	<b>CLASSIFICATION</b>	Five (5)
<b>DIRECTORATE</b>	Planning, Environment and Community Services	<b>AWARD STREAM</b>	Queensland Local Government Industry Award – State 2017 Award Stream A and Isaac Regional Council Certified Agreement
<b>DEPARTMENT</b>	Engaged Communities	<b>REPORTS TO</b>	Manager Community Engagement, Programs & Events
<b>POSITION NO.</b>	65,501.00	<b>LAST REVIEW DATE</b>	October 2023

## A. ORGANISATION SUMMARY:

Isaac Region covers an area of around 58,000km<sup>2</sup> comprising 120 km of Great Barrier Reef coastline and extending over 400 km west to incorporate a rich agricultural and grazing heritage in addition to 27 operating coal mines producing the world's premier metallurgical coal. It has 7 service centres operated by Council to service 18 distinct communities. As such the Council is exposed to a range of global consumer and market influences which present unique challenges to the local government professionals who serve it. In order to address these challenges, the organisation is undergoing a cultural leadership program aimed at better focussing and enabling the organisation 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 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.*

## C. DEPARTMENT & POSITION SUMMARY:

Engaged Communities is one of five (5) departments making up the PECS Directorate. Its purpose is to *be the portal* through which the vast majority of the community's engagements, service requests, information needs and other transactions with Council are conducted. There are two main streams to the department: Community Engagement Programs and Events, and Community Hubs. They are the engine-room for the PECS Noble Purpose of *Building Communities through trusted customer service and creating value.* Community Engagement, Programs and Events is the custodian, advocate and gatekeeper of the organisation's standards for engagement and program delivery, including those it delivers itself and those

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delivered by other Departments across the Council. Engaged Communities is a dynamic and versatile department that are based on the core Council values of Community Focus, Teamwork, Caring and Positive Work Ethic. As such, all members of the Engaged Communities work fluidly across the internal streams to create a vanguard of collaborative outputs which prioritises community, customer service and program delivery.

The Digital and Programs Officer is principally responsible for developing and delivering best practice programs, services and strategies which provide technology enriched and enabled experiences for child, youth, adult and audiences accessing the region's Libraries, Cultural Services and Community Hubs.

Working in collaboration with the Manager Community Hubs and Manager Community Engagement, Events and Programs, the Digital and Programs Officer is responsible for ensuring digital infrastructure, software and systems relating to library service provision are fit-for-purpose and align with the technology standards of the State Library of Queensland.

The Digital and Programs Officer provides training and support to enable staff working across the Community Engagement, Programs and Events, Libraries and Cultural Services and Community Hubs to deliver technology enhanced experiences to local community, facilitating opportunities for broader professional development in the use of technology.

The Digital and Programs Officer will work in collaboration with the staff of the region's seven Community Hubs, which will be active and vibrant venues where Isaac communities can undertake their transactional business with Council, but also engage in community programs and events, be informed about and participate in a range of community building and development activities and celebrate essential communities-of-interest. The Community Hubs will also be a focal point for bringing together other functions across PECS (e.g. community engagement, economic development, community facilities, community education and compliance functions) and indeed across Council as a whole).

## D. DUTIES:

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

1. Develop and deliver best practice programs, services and strategies which provide technology enriched and enabled experiences for community audiences of all ages (child, youth, adult, seniors);
2. Oversee digital infrastructure, software and systems relating to library service provision and ensure these are fit-for-purpose and align with technology standards.
3. Identify and facilitate opportunities for broader professional development in the use of technology within Community Hubs, cultural services and allied community and educational sectors.
4. Facilitate training and provide developmental support to enable staff working across the Community Engagement, Programs and Events, Libraries and Cultural Services and Community Hubs to deliver technology enhanced experiences to local communities, including robotics/coding and programs enabling science, industry-based technology, engineering and health.
5. Assist in the development, planning and implementation of programs, events, projects and activities which activate community capacity and promote learning and social cohesion through technology.
6. Implement and evaluate projects in line with sound project management and community development principles and techniques.

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7. Encourage and facilitate the development of networks and collaborative partnerships with relevant key stakeholders, including the community, government and non-government agencies to assist with a coordinated and integrated approach to initiatives and allocation of resources.
8. Identify potential and existing funding sources and facilitate or prepare submissions where appropriate.
9. Maintain accurate records as they relate to the Community Engagement, Programs and Events business function, including collection of data and statistics for reporting purposes.
10. Prepare statutory reporting to the State Library of Queensland as it relates to digital programming;
11. Promote Council's resources, engagements, programs, events and services to advance the organisational objectives of IRC;
12. Assist Frontline Service Officers with library-related functions as required;
13. Travel to and work from other office locations within the region as reasonably required to support IRC service delivery;
14. Contribute to the facilitation of positive community outcomes by fostering and maintaining deep, respectful, collaborative relationships with team members and stakeholders both internally and externally;
15. 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 and Council's Vision and Values;
16. Apply a 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
17. Undertake any other duties, projects or service or development activities as reasonably directed within the scope of the employee's skills, competence and training.

## E. KEY COMPETENCIES:

### Knowledge and skills

#### Essential

1. Strong community-focused ethos and commitment to Isaac Regional Council's Vision and Values and the PECS Noble Purpose.
2. Excellent interpersonal, communication (both written and verbal) and organisational skills.
3. Strong face-to-face engagement capacity.
4. Capacity to work collaboratively, solve problems and resolve conflict.
5. Self-motivated with the ability to work individually and as an effective team member with a continuous improvement approach.

#### Experience

1. Demonstrated experience in a community-facing library role.
2. Demonstrated experience providing technology-enriched programs.
3. Demonstrated experience managing library management systems.
4. High level experience and knowledge of Microsoft Office suite.

### 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:



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1. Tertiary qualification in Library and Information Services or a related discipline recognised by the Australia Library and Information Association.

## 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 type="checkbox"/> 1 - 4 Hrs	<input type="checkbox"/> 1 - 4 Hrs	<input type="checkbox"/> 1 - 4 Hrs
<input checked="" 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 checked="" type="checkbox"/>	<input 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:

Manoeuvre	Frequent	Occasional	None
Bending	<input checked="" type="checkbox"/>	<input 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:

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## 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

## 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.

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## 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.

	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.



#### CARING

We are committed to working safely  
and caring for the safety and wellbeing  
of our people and communities.

We believe that people matter.

#### TEAMWORK



We expect respectful relationships in  
our work together, to achieve.

We cultivate commitment through  
shared purpose, to create value.

#### 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.**