



ENERGISE YOUR CAREER

BE PART OF OUR WORLD



**POSITION
DESCRIPTION**



POSITION DESCRIPTION



POSITION TITLE	Coordinator Community Hubs	CLASSIFICATION	M4 Contract
DIRECTORATE	Planning, Environment & Community Services	AWARD STREAM	Individual Contract
DEPARTMENT	Engaged Communities	REPORTS TO	Manager Engaged Communities
POSITION NO.	66,700.00	LAST REVIEW DATE	January 2024

A. ORGANISATION SUMMARY:

Isaac Region covers an area of around 58,000km² 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.

B. DIRECTORATE SUMMARY:

The Planning Environment & Community Services (PECS) Directorate is accountable for planning and delivering Council's primary community and customer facing 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 engagement, trust, innovation and value.

C. DEPARTMENT AND POSITION:

Engaged Communities is one of five (5) departments making up the PECS Directorate and is responsible for leading Council's functions across our primary interfaces with communities, through our network of Community Hubs and our community development and engagement programs.

The purpose of Engaged Communities Department is to deliver excellence in how communities relate to, engage and do business with Council, through a network of purpose-built and integrated Community Hubs

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that deliver first-point-of-contact customer services, transactions and library services, as well as contemporary relationship building and engagement practice, events and community development programs which are highly attuned to the needs and aspirations of Isaac communities.

The Coordinator Community Hubs has operational leadership responsibility across Council's seven Community Hubs across the Region, as well as our Clermont Historical Centre and Nebo Museum, providing a comprehensive range of customer service, lifelong learning, information services and historical preservation services. The Manager Community Hubs will lead an innovative and customer-driven approach to its services, and lead capacity building initiatives for team members in their service delivery to community.

Council's Community Hubs operating model has been in place for approximately three years and takes an integrated approach to service delivery across its customer service, library and museum functions. Whilst well established, with staff cross training programs established and completed, and our facilities in Nebo, Glenden, Clermont and Moranbah operating under one roof, further capital investment in remaining business centres along with ongoing business model review, monitoring and enhancement will be required to ensure continued community satisfaction in service delivery. The role is an operational leadership position at Isaac Regional Council and is accountable for implementation of the strategic vision and operations of the integrated Community Hub Operating Model, in accordance with the goals, mission and values of Council.

D. DUTIES:

POSITION SPECIFIC ACCOUNTABILITIES / PERFORMANCE OBJECTIVES (INPUTS/OUTPUTS)

1. Deliver engaged operational leadership to the Community Hubs team of approximately 30 staff, including direct management of up to five (5) area/facility supervisor reports, instilling the importance of Council's values, cultural leadership framework and the PECS Noble Purpose in team member responsibilities.
2. Lead the development of innovative and customer-centric services and programs for Isaac communities through a network of Community Hubs and heritage sites that achieves Council's community development aspirations and objectives.
3. With support from area team leaders and supervisors, curate and develop engaging museum, history and library collections for the enjoyment of our residential and visiting communities.
4. Develop comprehensive strategies and plans to guide delivery of programs and services within Council's Community Hubs and facilities as well as within the broader community, incorporating regular review cycles and meaningful engagement with team members.
5. Lead internal and external (as required) engagement and facility planning processes in the design, construction and ongoing operation of new and redeveloped Community Hub facilities across the region;
6. Provide overall leadership and guidance on the implementation of corporate, financial, human

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- resource and risk management processes for the Community Hubs work unit.
7. Lead implementation of Council's safety and wellbeing management framework across the Community Hubs team, ensuring team understanding and active participation in shaping a positive safety culture at Isaac Regional Council.
 8. Implement effective resourcing and rostering arrangements across the network of Community Hubs to ensure efficient use of resources whilst delivering on Council's service needs.
 9. Implement effective staff engagement, leadership, training, coaching and mentoring activities to foster growth and development of team members and supervisors to achieve corporate objectives whilst fulfilling Council's corporate values and directorate cultural leadership standards.
 10. Develop deep and collaborative relationships with internal colleagues and stakeholders to evaluate and enhance service delivery of the Community Hubs work unit to meet business needs across Council.
 11. Develop effective engagement methodologies with community and targeted customer groups to evaluate and enhance Community Hubs programs and activities.
 12. Coordinate the preparation of grant and funding applications and submissions to relevant, Regional, State and Federal entities to support and enhance program and service delivery.
 13. Coordinate the preparation of high quality and timely reporting to external funding partners as required under various funding agreements and contracts;
 14. Coordinate reviews, inspections, monitoring and replacement/refurbishment of technology and built assets within the Community Hubs network;
 15. Coordinate with area leaders and team supervisors and Council's Brand Media and Communications team to develop and promote effective engagement programs, digital literacy programs, education and social history programs, workshops and events to attract attendance to Council's Community Hubs from early learning, school and community groups, tourists and the broader community.
 16. Develop an effective, accountable and engaged Community Hubs team across the region, with an effective reporting information system to assist the Directorate and broader organisation in decision making, managing relationships and effectively managing customer and library service issues;
 17. Support the broader Engaged Communities Department to develop community capacity and capital across the Isaac Communities in and around the Community Hubs;
 18. Develop effective reporting frameworks to capture the intelligence gathered by the Community Hubs Team as it goes about its normal roles, to inform the Engaged Communities and PECS Teams as well as Council, Management, and other internal service delivery teams in relation to customer and community needs, priorities and preferences;
 19. Other functions within the incumbent's capabilities which contribute to the successful operations of the PECS Directorate and Council as directed by DPECS from time to time.



E. KEY COMPETENCIES:

Knowledge and skills

1. Knowledge and skills in delivery of best-practice customer service standards and services in the public sector.
2. Proven grasp of modern contact centre practices, effective face-to-face service delivery and emerging technologies to deliver a consistent and outstanding customer experience.
3. Knowledge and skills across operational management functions of human resources, finance and budgets, safety, risk management, strategic and business planning in a public sector setting.
4. Demonstrated expertise in team development, coaching, and mentoring, coupled with effective leadership in supporting engaged frontline customer service agents across multiple sites within an expansive and diverse geographic region
5. Proven working knowledge of relevant State and Local Government legislation and the operating environment in a public sector customer service, museums, and/or libraries context.
6. Exceptional interpersonal skills in leadership, negotiation, teamwork, change management, community and cross-cultural consultation, complex negotiation and conflict resolution with internal and external customers and stakeholders.
7. High-level written communication skills in development and preparation of management reporting, briefings, funding reports and acquittals.
8. High-level digital literacy and computer skills across Microsoft Office suite, Enterprise Resource Planning (ERP), databases and customer request modules.

Experience

1. A minimum of three (3) years' operational leadership experience with responsibility for human resource management, financial management and strategic and business planning functions in a public sector, customer service, library or museum setting.
2. Proven track record in fostering a culture of continuous improvement via ongoing process review and redesign in managing all relevant work practices.
3. Experience in process review and redesign processes within a relevant workplace environment.
4. Demonstrated experience in leading change management activities within a complex environment, with success in producing improvements in service delivery.
5. Experience in management of digital systems in library and customer service environments, or relevant transferrable experience in management of customer databases, digital cataloguing and inventory management.
6. Previous working experience in a Local Government role is desirable.

Qualifications

1. Ability to pass a pre-employment functional assessment and/or behavioural testing;
2. A working with children blue card is essential;
3. The role requires the possession of a current C Class Open Australian Drivers Licence.
4. Vocational or tertiary qualifications in Business, Library and Information Management, Social Sciences, Management, Community Engagement, Communications or other relevant field is highly desirable.



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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 type="checkbox"/> Occasional |
| <input checked="" type="checkbox"/> 1 - 4 Hrs | <input type="checkbox"/> 1 - 4 Hrs | <input checked="" type="checkbox"/> 1 - 4 Hrs |
| <input type="checkbox"/> 4 - 6 Hrs | <input type="checkbox"/> 4 - 6 Hrs | <input type="checkbox"/> 4 - 6 Hrs |
| <input 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 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:

Manoeuvre	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 type="checkbox"/>	<input checked="" type="checkbox"/>
Twisting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reaching	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

F. 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.

G. 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

H. 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



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of the employee, other employment or contracts will not be undertaken without prior written approval from the CEO.

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.

I. 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.

J. 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		