



# ENERGISE YOUR CAREER

BE PART OF OUR WORLD



**POSITION  
DESCRIPTION**





# POSITION DESCRIPTION



<b>POSITION TITLE</b>	Casual Community Facilities Officer	<b>CLASSIFICATION</b>	Level Two (2)
<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>	Community Facilities	<b>REPORTS TO</b>	East Facilities Area Leader
<b>POSITION NO.</b>	67,623.00	<b>LAST REVIEW DATE</b>	April 2022

## A. ORGANISATION SUMMARY:

Isaac Region covers an area of around 58,000km<sup>2</sup> 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. DEPARTMENT 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 service delivery and regulatory functions. It ensures that Council is deeply engaged with its distinct 17 communities. 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. POSITION SUMMARY:

The Community Centre Officer reports to the Facilities Area Leader (relevant to your location), who in turn, is one of three Area Leaders reporting to the Manager Council Operated Community Facilities who reports to the Manager Community Facilities.

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The overall Community Facilities Department is responsible for leading and delivering the creation of value from the community facilities Council operates directly itself, those it leases to commercial operators and those it makes available to community organisations by way of leases or other tenures, across Isaac Region. Its purpose is to drive the best long-term performance, community service and value from the Region's 10 Aquatic Facilities, 18 Halls/Centres, and portfolio of properties including Child Care Facilities which are leased to Community organisations. The PECS Noble Purpose of Building Communities through trusted customer service and creating value is the central driver for this Department. This means that the Department actively manages and facilitates continuous performance improvement and reporting from these facilities and develops strategies for the ongoing sustainability of an optimum portfolio of community facilities.

Within this context, the Community Facilities Officer as a valued team member has a responsibility to provide efficient and effective support to the whole team, ensuring success both operationally and financially whilst upholding a level of excellence in customer service.

Some of the specific challenges for the Community Facilities Department are to continuously improve and drive performance from community facilities as well as creating a framework for the long-term sustainability of these community assets. For this position, the emphasis on customer and hospitality service and creation of community value are paramount.

One of the objectives of the current change across the PECS Directorate is to drive a more effective and accountable culture at a fundamental level in each of the five new departments. The Community Facilities Officer will be accountable to function in a highly efficient way to assist in the overall concept of customer service excellence; within their inner team, advancing the PECS Noble Purpose and Isaac Vision. The role must function with transparency and utmost integrity within the community and organisation and live both the corporate and PECS values.

## D. DUTIES:

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

1. Provide high level administrative support to the Area Leader to ensure the successful operation of the centre, including, but not limited to:
  - a. Raising of requisitions for purchase orders of supplies and services.
  - b. Obtaining quotations for supplies and services.
  - c. Facilitating the execution of signing and recordkeeping, of Council's catering purchases, quotations, and preparing invoicing in accordance with the Information Privacy Act 2009 and Council's policies and procedures.
  - d. Calculating, preparing and submitting summary of billing statements to Accounts Payable.
  - e. Prepare pre-event cost estimates (quotations) for facility customers.
  - f. Administrative processes to ensure the effective operation of the Gym including memberships and reporting.
  - g. Maintain procedures for the effective successful operation of the Council operated facilities in your location and other Isaac centres.
  - h. Record Management of Council's Record Management System Tech One ECM.
  - i. Research for and collation of routine Council reports.

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- j. Prepare written details and requirements for each event: prepare floor plans and ensure compliance with applicable fire, building, and safety codes; communicate changes before and during events.
  - k. Create events and programs to increase activity within the Centre.
  - l. Handling monies and end of day reconciliations.
2. Assist the Area Leader with the compilation of staff rosters to ensure sufficient coverage in a cost-effective manner.
3. Provide high quality customer service within the Council operated facilities in your location and other Isaac centres for particular events from time to time in line with the PECS Noble Purpose and Isaac Vision to deliver a broader regional capability to deliver significant events, including the following:
  - a. Set up and clean up for events and functions in an efficient manner.
  - b. General cleaning including but not limited to; vacuuming, dusting, mopping, etc. as required for daily operations.
  - c. Undertake bar and kitchen duties as required.
4. Mentor and provide guidance to other staff in policies, procedures and all other regulatory requirements to ensure they have the necessary skills to perform their duties as required
5. Serve as a facility representative for any booking by facilitating, but not limited to:
  - a. Setting/packing booked spaces within the facility, including but not limited to collection of rubbish, cleaning rooms, floors, equipment, etc. as required.
  - b. Pre and post-event walk through to assess facility condition.
  - c. Abide by and enforce Council's policies and procedures.
  - d. Identify and resolve challenges.
  - e. Action and resolve public complaints.
  - f. Ensuring food orders are prepared.
  - g. Ensuring all audio/visual, telecommunications, decorations, etc. requests are actioned.
6. Ensure the safety of people who attend the venue and safeguard against foreseeable harm and ensure compliance with the liquor laws.
7. Be reasonably available for after hours and weekend duties as may be necessary for effective business operations.
8. Contribute to the facilitation of positive community outcomes by providing high level customer service, fostering and maintaining deep, respectful, collaborative relationships with team members and stakeholders both internally and externally.
9. 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 Enablers, Customer Service Charter and Values.
10. 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.
11. 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. Ability to problem solve and prioritise tasks in a demanding and fast-paced environment.
2. Excellent interpersonal, oral and written communication skills, including the ability to communicate, negotiate, network and consult as required.



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3. Knowledge of and/or the ability to rapidly acquire knowledge for the effective operation of the Isaac Regional Council facilities.
4. Sound knowledge of the Microsoft Office suite and internet/web applications.
5. Understanding of full implications of excellent customer service and commitment to its consistent delivery.

## Experience

1. Demonstrated experience in the delivery of high level customer service.
2. Demonstrated experience in the operation of audio equipment and lighting desk.
3. Demonstrated experience in the provision of administrative support.
4. Experience in the use of financial programs, and preparing requisitions and expenditure reports.
5. Previous local government experience and an understanding of departmental policy and procedures would be highly regarded.
6. Demonstrated ability to work in multi-disciplinary work teams.
7. Previous experience with Technology One or similar record keeping systems would be highly regarded.
8. Good fitness level.

## 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:

1. 'Liquor Approved Manager' (Responsible Management of a Licensed Venue and RSA Certification) or ability to obtain.
2. First Aid Certificate or ability to obtain.
3. A certificate in Business Administration would be highly regarded.

## 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 15kgs 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 |

## Work Environment:

- |            |                                     |                          |
|------------|-------------------------------------|--------------------------|
| Attribute: | Yes                                 | No                       |
| Chemicals  | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Cold       | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Dampness   | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

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<input type="checkbox"/> 1 - 4 Hrs	<input checked="" type="checkbox"/> 1 - 4 Hrs	<input type="checkbox"/> 1 - 4 Hrs	Fumes/Gases <input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> 4 - 6 Hrs	<input type="checkbox"/> 4 - 6 Hrs	<input type="checkbox"/> 4 - 6 Hrs	Heat/Humidity <input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 6 - 8 Hrs	<input type="checkbox"/> 6 - 8 Hrs	<input type="checkbox"/> 6 - 8 Hrs	Heights <input checked="" type="checkbox"/>	<input type="checkbox"/>
			Noise <input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching	<input checked="" type="checkbox"/>	<input 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:**

**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 they 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.

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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.

#### 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.

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- 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		





## 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.

#### TEAMWORK

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

We cultivate commitment through shared purpose, to create value.

#### CARING

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

We believe that people matter.

#### 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.**