



ENERGISE YOUR CAREER

BE PART OF OUR WORLD



POSITION DESCRIPTION

**ISAAC
REGION** 
HELPING TO ENERGISE THE WORLD

POSITION DESCRIPTION



POSITION TITLE	Trainee Administration Officer - CEC	CLASSIFICATION	Percentage of Level Classification
DIRECTORATE	Planning, Environment and Community Services	AWARD STREAM	Order – Apprentices and Trainee's Wages and Conditions (Excluding Certain Queensland Government Entities) 2003
DEPARTMENT	Community Education & Compliance Department	REPORTS TO	Department Administration Officer – CEC
POSITION NO.	64,546.00	LAST REVIEW DATE	August 2025

A. ORGANISATION SUMMARY:

Isaac Region covers an area of around 58,000km² 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 engagement, trust, innovation and value.*

C. DEPARTMENT & POSITION SUMMARY:

The purpose of Community Education and Compliance Department is to ensure the community is aware of both the rules that apply throughout the Region and for which Council has a regulatory or enforcement function and the reasons for them. A second Departmental purpose is to apply regulatory effort in line with Council Policy to reasonably ensure, according to context, that the community operates within those rules. The PECS Noble Purpose of *Building communities through engagement, trust, innovation and value* drives the Department's purpose towards the realisation of the Isaac Vision.

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The Trainee Administration Officer – Community Education and Compliance position provides general clerical and administrative support within the Community Education and Compliance

D. DUTIES:

POSITION SPECIFIC ACCOUNTABILITIES / PERFORMANCE OBJECTIVES (INPUTS/OUTPUTS)

1. Supporting the cross Directorates by efficiently and effectively undertaking administrative, clerical and financial support.
2. Providing customer service support, including answering phones and providing face-to-face support as required.
3. Registering of internal and external correspondence into Council's information management system.
4. Assist in coordinating meetings, workshops and seminars, and catering arrangements, as required.
5. Undertaking data entry duties as required.
6. Undertaking photocopying and preparation of documents.
7. Operating photocopiers, computers, facsimile machines and printers.
8. Completing filing and archiving.
9. Attending and participating in all online classes at an approved RTO as required in accordance with RTO policies and regulations.
10. Attending and completing relevant on-the-job training as required.
11. Completing a Certificate in III in Business in partnership with Council's approved apprenticeship and/or training provider.
12. Undertaking any other duties as reasonably directed within the limits of the employee's skills, competence and training.

E. KEY COMPETENCIES:

Knowledge and skills

Essential

1. Strong customer and community focused ethos;
2. Strong written and verbal communication skills;
3. Strong face-to-face engagement capacity;
4. Experience and knowledge of Microsoft Office Suite is essential.

Experience

1. Previous experience or awareness of administration would be highly regarded.
2. A genuine interest in business administration is essential.

Qualifications

1. Minimum completion of at least Year 10 school certificate;
2. A current C Class Australian Drivers Licence will be highly regarded;
3. Ability to pass a pre-employment functional assessment and/or behavioural testing.

F. PHYSICAL DEMAND CATEGORY:

- ☐ Sedentary Work
- ☒ Light Duty - Frequent lifting / carrying of objects weighing up to 5kgs.

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- ☐ 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 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 checked="" 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 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 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. Take reasonable care for their own health and safety.
2. Ensure actions or omissions do not adversely affect the health and safety of others or the environment.

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3. Comply with any and all policy, procedures and work instructions to ensure the requirements for health, safety, quality and environment are adhered to.
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 'Take an Isaac Instant'.
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. Ensure that you are fit for work at all times and are not adversely affected by either drugs or alcohol as specified in Councils 'Fitness for Work Policy'.
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.

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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		