



ENERGISE YOUR CAREER

BE PART OF OUR WORLD



POSITION DESCRIPTION

**ISAAC
REGION** 
HELPING TO ENERGISE THE WORLD

POSITION DESCRIPTION



POSITION TITLE	Trainee Business Services	CLASSIFICATION	Percentage (%) of Level Classification
DIRECTORATE	Water & Waste	AWARD STREAM	Order-Apprentices' and Trainees' Wages and Conditions (Excluding Certain Queensland Government Entities) 2003
DEPARTMENT	Business Services	REPORTS TO	Manager Business Services
POSITION NO.	84,407.00	LAST REVIEW DATE	November 2021

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, Middelmount, 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 Water and Waste Directorate (W&W) is an integrated, multifaceted service provider responsible for managing and maintaining safe, quality water supply, reliable wastewater collection and treatment services, and waste management functions and operations for Isaac Regional Council communities. These services are managed in alignment with regulatory and legislative requirements.

C. DEPARTMENT SUMMARY:

The Business Services Department ensures an integrated approach to internal organisational services across Isaac Regional Council. The Business Services Department is responsible for the following primary functions:

- Coordinate the maintenance and retention of certification for the W&W Integrated Management System.
- Coordinate legislative and regulatory compliance activities for the W&W Directorate.
- Develop and maintain various policies, procedures, guidelines, templates and forms.
- Coordinate meter reading and the distribution of water rates notices.
- Provide exceptional customer service to Isaac residents in all areas of water, wastewater and waste.
- Provide administrative, procurement and financial advice and support to the entire W&W Directorate.

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D. POSITION SUMMARY:

Reporting to the Manager Business Services, the Trainee Business Services position provides customer service, administrative and financial support to the Water & Waste Directorate.

E. DUTIES:

POSITION SPECIFIC ACCOUNTABILITIES / PERFORMANCE OBJECTIVES (INPUTS/OUTPUTS)

In conjunction with studying a Certificate IV in Business, the Trainee Business Services will be responsible for:

1. Providing excellent customer service support, including answering phones and providing face-to-face support as required.
2. Supporting the Directorate by efficiently and effectively undertaking administrative, clerical, and financial support, including but not limited to:
 - a. Registering of internal and external correspondence into Council's information management system.
 - b. Assist in coordinating meetings (including compiling meeting reports and taking meeting minutes), workshops and seminars, and catering arrangements, as required.
 - c. Undertaking data entry duties as required.
 - d. Undertaking photocopying and preparation of documents.
 - e. Operating photocopiers, computers and printers.
 - f. Completing filing and archiving.
 - g. Assist with meter reading, Miwater system tasks and water notice creation.
 - h. Assist with creating Public notice and community communications.
 - i. Water preservation education – join the Qld Water Education Network.
 - j. Assist in the implementation of the W&W Integrated Management System (IMS) as required – safety, environment and quality standards.
 - k. Assist in providing financial assistance, including requisitions and task numbers and orders.
3. Attending and participating in all classes at an approved TAFE college as required in accordance with TAFE policies and regulations.
4. Attending and completing relevant on-the-job training as required.
5. Completing Certificate in Administration in partnership with Council's approved Apprenticeship and/or Training provider.
6. Undertaking any other duties as reasonably directed within the limits of the employee's skills, competence and training.

F. KEY COMPETENCIES:

Knowledge and skills

Essential

1. Sound level literacy and numeracy skills, applicants may be required to undertake pre-employment literacy and numeracy tests.
2. Basic numeracy, keyboard, telephone technique, written and verbal communication skills.
3. Understanding of basic computing concepts.
4. Demonstrated strong work ethic and reliability.

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5. Ability to work in multi-disciplinary teams.
6. An understanding Workplace Health and Safety highly regarded.

7. Applicants may be required to undertake a pre-employment physical assessment.

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. Current Queensland Driver's Licence would be highly regarded.

G. 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 checked="" 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 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 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"/>

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H. 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.

I. 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.
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

J. 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

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- 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.

K. 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.

L. 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.