



Business Support Officer – Community Services

Position Description

Incumbent:	VACANT
Position Number:	8024
Directorate:	Community & Cultural Services
Team:	Administration
Position Status:	Temporary Full Time
Classification:	QLGIA (Stream A) Level 4
Current Level:	
Reports to:	Director Community & Cultural Services
Accountable for:	Nil
Located:	Longreach
Revised:	March 2022

Our Vision

The communities of the Longreach Region, with their individual identities and a proud heritage, will be characterised by their cohesive and inclusive nature, making the region a location of choice for business investment and outback living.

Reaching a population of 5,500 by 2027, the Longreach Region will be characterised by strong communities and a vibrant economy driven by skills and innovation in a diversity of traditional and new industries.

Our Mission

Council's Mission is to deliver decisive leadership in making locally-responsive, informed and responsible decisions, providing the highest-quality services and facilities to all communities of the Longreach Region.

Our Eight Core Values

1. A Safe and Healthy Work Environment
2. Inclusiveness and Respect
3. Consistency and Fairness
4. Teamwork and Staff Development
5. Performance and Value for Money
6. Leadership and Collaboration
7. Sustainability
8. Forward-looking

Position Objective

The Business Support Officer will be responsible for providing efficient and effective, administrative support to the business functions of the Director of Community Services and provide a range of general and operational tasks for the wider community services team.

Position Responsibilities

- Delivery of excellent customer service to internal and external customers.
- General business and administration support (including but not limited to preparation of reports, agendas and minutes, project documentation, purchase orders, goods receivables, invoice acquittals and correspondence) related to the operational requirements of the Community Services Department.
- Monitor the maintenance requests for Council's public facilities and buildings and coordinate the appropriate tradespersons whilst liaising with the Public Facilities Manager.
- Support the Director and or relevant manager/supervisors in the delivery and management of assigned projects associated with the Community Services Department.
- Support the Public Facilities Manager with maintenance issues for Council housing as they arise in conjunction with Ray White.
- Support the Public Facilities Manager with requisitioning of consumables and equipment (as required) for Councils contract cleaners.
- Where required provide support and relief to other areas within the communities services team, including but not limited too, Library, Childcare and Community Development and Events.
- Assist with the review, implementation and evaluation of Policies, Procedures, Management Directives and systems.
- Actively promote Council in a positive light by performing duties in a courteous, professional, effective and efficient manner.
- Other such relevant duties as required from time to time which would generally fall within the scope of this position as directed by the Accountable supervisor and/or Chief Executive Officer.

Position Requirements

Skills

- Excellent time management, organisation and attention to detail with an ability to prioritise and manage own time and meet critical timeframes.
- Problem solving skills including dealing with emergent and priority issues
- High level communication skills, both oral and written.
- High level customer service skills, both for internal and external customers.
- Flexibility, initiative and ability to think creatively and outside the square.
- Research and analytical skills.
- Ability to maintain confidentiality of information gained during the course of employment with Council

Knowledge

- A thorough understanding of how to maintain a safe working environment.
- Knowledge of Council's policies and procedures and relevant Local Government legislation.
- Knowledge and understanding of quality customer service principles.
- Basic understanding of project management administration.

Essential Experience/Qualifications

- Demonstrated experience in meeting time frames and addressing conflicting priorities.
- Experience using Microsoft Office Suite, records management system and integrated financial and management systems.
- Certificate III in Business Administration or other relevant qualification or the ability to obtain
- Current "C" Class Drivers Licence.

Physical Requirements

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.

Audio-Visual Demands

- Depth Perception Colour Discrimination Peripheral Vision Hearing

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 checked="" type="checkbox"/> 1-4 Hours | <input type="checkbox"/> 1-4 Hours | <input type="checkbox"/> 1-4 Hours |
| <input type="checkbox"/> 4-6 Hours | <input checked="" type="checkbox"/> 4-6 Hours | <input type="checkbox"/> 4-6 Hours |
| <input type="checkbox"/> 6-8 Hours | <input type="checkbox"/> 6-8 Hours | <input type="checkbox"/> 6-8 Hours |

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 type="checkbox"/>	<input checked="" type="checkbox"/>
Squatting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Twisting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reaching	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

- Plant operation with maximum seat rating of 150kgs

Workplace Health and Safety Obligations

All employees have a legal obligation to comply with regulatory requirements and LRC- SMS (*Longreach Regional Council's - Safety Management System*) incorporating WH&S policies, procedures and work



instructions. These are introduced to ensure the health and safety of employees, contractors, visitors, volunteers, the public and the environment and remain compliant with Industry Benchmark Standards.

The following statements apply to all employees, including permanent, part-time and casual employees. Your responsibilities include:

1. To comply with instructions given for WH&S at a workplace by the employer;
2. Comply with the Health and safety duties and Duty of Care requirements as specified within the Work Health and Safety Act 2011 Part 2.
3. Timely reporting all accidents, incidents minor injuries, near misses and property damage (within 24 hours of the event) and assisting, if required, with the investigation of all incidents in the workplace;
4. For a worker to use the PPE (Personal Protective Equipment) provided by the employer after proper instruction in its use;
5. Not to wilfully or recklessly interfere with or misuse anything provided for WH&S at the workplace;
6. Not to wilfully place at risk the WH&S of any persons at the workplace including yourself;
7. Adhere to the LRC-SMS by remaining compliant to Council's WH&S Management Plan and completing relevant Monthly Action Plan items;
8. Performing all work and associated functions in a safe, efficient and effective manner;
9. Complying with all documented WH&S policies, procedures, work instruction and verbal instructions issued by the organisation or its officers;
10. Provide advice to ensuring risk assessments are conducted and recorded for all identified hazards, or prior to the implementation of new work practices, hazardous substances, or plant. Also, as required, assisting or participating in the carrying out of risk assessments on identified hazards;
11. Identifying hazards, conducting risk assessments, and implementing corrective action to eliminate hazards where possible and / or control risks in the workplace;
12. To report hazards and risks in accordance with WH&S procedures;
13. Establishing and maintaining a high standard of housekeeping within your individual work area(s) and generally within the Longreach Regional Council's area of responsibility;
14. Attending any toolbox, team talks or specific training (e.g. Take 5s etc.) as supplied and required by Longreach Regional Council;
15. Being familiar with the location of first aid treatment centres, fire protection facilities and evacuation procedures;
16. Report any concerns for WH&S to your Supervisor.

Acknowledgement

This Position Description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Lisa Young, Director Community & Cultural Services
Signature:	
Date:	
Present Incumbent:	



Signature:	
Date:	

