

District Support Officer

Position Details

Location	Alpha Jericho, Barcaldine, or Aramac Muttaborra District Regional work and travel as required
Status	Full time, Ongoing Subject to Councils capacity to pay, funding, and employee performance
Industrial Instruments	Queensland Local Government Industry (Stream A) Award – State 2017 Barcaldine Regional Council Certified Agreement 2025
Classification	Minimum level 5.1
Reports to	District Manager
Direct Reports	Provides supervision and direction to assigned employees as determined by Council's organisational structure.

About Council

Barcaldine Regional Council, located in the heart of the Central West of Queensland, is committed to providing exceptional services to the Barcaldine region, which includes the communities of Alpha, Jericho, Barcaldine, Aramac, and Muttaborra. With a wealth of talent within the organisation, and amazing facilities, we have created a vibrant workplace that blends old-fashioned, small-town charm with a rich indigenous history. We honour the Iningai and Bidjara peoples, the Traditional Custodians of this land, and embrace the diversity of Elders and community members.

Barcaldine Regional Council strives to provide our employees with a safe, secure, and supportive environment, where employees are encouraged to live by our values and reach their full potential. Our vision is to have a positive, sustainable, and innovative workplace, ensuring a bright future for all.

Our Values



HONESTY

WE ALWAYS TELL THE TRUTH



EMPATHY

WE WILL SEEK TO LISTEN AND UNDERSTAND THE PERSPECTIVES OF OTHERS. WE WILL TREAT ALL WITH KINDNESS



ACCOUNTABILITY

WE WILL TAKE RESPONSIBILITY FOR OUR CHOICES, ACTIONS, BEHAVIOURS, PERFORMANCE AND DECISIONS



RESPECT

WE WILL BE PRESENT, VALUE OTHERS AND WELCOME DIVERSITY



TRUST

WE WILL GAIN THE TRUST OF OTHERS BY LIVING OUR VALUES

Key Responsibilities

General Responsibilities:

- Receipting of funds, daily banking, and procurement activities.
- Ensure all documents are accurately uploaded to the Council's Electronic Management System in a timely manner.
- Assist in organising and coordinating meetings, including venue and catering arrangements, ensuring they meet required standards.
- Assist with the receipt of Planning and Development and Plumbing and water applications, as well as the issuing of Council permits and licenses, and the maintenance of relevant registers.
- Coordinate District Office activities as directed by the District Manager or senior staff.
- Use sound judgement to determine priorities, meet deadlines, and balance competing demands effectively while working both independently and as part of a team.
- Provide day to day supervision, guidance, and support to direct reports, ensuring work is appropriately allocated and completed to the required standard.
- Support the development and performance of direct reports through regular communication, feedback, and adherence to Council policies and procedures.

Stakeholder Engagement:

- Update the regions electronic notice board weekly.
- Liaise with service providers (e.g., JJ Richards) regarding refuse collection services, including service updates, missed bins, and additional bins.
- Provide weekly reports to the Town Supervisor on booking for venues and equipment requirements.
- Deliver exceptional customer service by addressing inquiries and complaints from internal and external stakeholders.
- Develop strong professional networks through effective communication with internal teams, external stakeholders, and service providers.

Administrative Office Duties:

- Serve as the initial point of contact for customer inquiries about Council activities or services, ensuring a professional and friendly approach.
- Provide administrative and financial support including:
 - Document preparation, scanning, photocopying, and correspondence
 - Manage office systems (e.g., registers, filing, and records management) while ensuring confidentiality and data integrity
 - Recording accurate minutes for Council meetings and preparing required documents or memos
 - Collecting and posting daily mail
 - Managing facility and equipment bookings across the region
 - Maintaining Council's key register system, including issuing and tracking keys
- Coordinate the ordering and processing of plaques for the district cemetery.
- Prepare and distribute Council newsletters, household-specific information, and posters in liaison with relevant officers.
- Ensure timely ordering of office supplies, record books, and essential materials, adhering to purchasing policy guidelines.
- Complete tasks received via computerised systems promptly.
- Assist the Visitor Information Centre with creating and printing flyers and documents as required.
- Address and resolve minor issues using knowledge and organisational skills acquired through qualifications and previous experience.

Fundamental Responsibilities

- Comply with all Council policies, practices, and procedures and fulfill Council reporting functions as required.
- Be aware of and comply with all statutory workplace safety legislation and Council's Work Health and Safety Management System, Work Health and Safety policies, procedures, and duty statements.
- Promote safe working practices and maintain a safe, neat and tidy work environment.
- Minimise wastage in all activities while ensuring safety and effectiveness remain uncompromised, adhering to environmentally responsible practices.
- Ensure the security and appropriate use of Council information at all times.
- Monitor personal qualifications and licences to ensure currency, and participate in formal and on the job training to assist in ensuring a satisfactory knowledge and skill base.
- Work cooperatively and effectively in a team environment, communicating reliably and regularly.
- Deliver high-quality customer service within the organisation and to the public.
- Uphold high standards of ethical conduct and integrity in all activities.
- Actively engage with Council and community to identify needs and opportunities, and provide suggestions for improvement to enhance community well-being and foster sustainable development.

NOTE: Employees may be required to undertake additional duties within the limits of their skill, competence and training, consistent with their band level, and in any area of Council.

Physical Demands and Work Environment

- This role is primarily sedentary, with occasional repetitive tasks (bending, squatting, climbing, twisting, and reaching) and motions (simple grasping, fine manipulation, pushing and pulling, finger dexterity, and foot movement).
- Incumbents must possess adequate peripheral vision, hearing, depth perception, and colour discrimination to effectively perform the duties of this position.
- Incumbents will encounter occasional exposure to risks in the workplace which will require you to follow relevant site processes and wear the appropriate identified personal protective equipment (PPE) to ensure the safety of all employees.

Essential Criteria

Education:

- Minimum year 12 certificate or equivalent.
- Relevant formal qualifications in an appropriate field highly regarded.

Licensing:

- Current Queensland class 'C' Driver Licence.

Experience and Knowledge:

- Minimum of two (2) years' experience in an administrative role.
- Strong computer skills with experience using Microsoft Office Suite, records management systems, and internal computer systems.
- Previous recent experience working in Local Government or with other government bodies (desirable but not mandatory).
- Proven experience in providing clerical and administrative support with sound knowledge of administration practices and procedures.

- Demonstrated strong time management, organisation, and planning skills with an ability to prioritise and manage multiple tasks and meet critical deadlines.
- Experience working collaboratively and contributing positively in a team environment.

Acknowledgement

This position description is subject to change from time to time as Council's operational needs change and/or the organisation may be developed or restructured. Any such change shall be the subject of consultation with the position incumbent and others as may be deemed necessary or desirable. Further, it has been designed to indicate the general nature and level of work performed by employees within this classification and is not to be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Approving Manager:	
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	