

## Executive Support Officer

### Position Details

|                               |  |
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| <b>Location</b>               | Alpha Jericho, Barcaldine, or Aramac Muttaborra District<br>Regional work and travel as required                           |
| <b>Status</b>                 | Full time or Part time, Ongoing<br>Subject to Councils capacity to pay, funding, and employee performance                  |
| <b>Industrial Instruments</b> | Queensland Local Government Industry (Stream A) Award – State 2017<br>Barcaldine Regional Council Certified Agreement 2022 |
| <b>Classification</b>         | Minimum level 4.1  |
| <b>Reports to</b>             | Appointed Executive Leader   |
| <b>Direct Reports</b>         | N/A  |

### 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

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|---|--|---|---|--|
| <br><b>HONESTY</b><br>WE ALWAYS TELL THE TRUTH | <br><b>EMPATHY</b><br>WE WILL SEEK TO LISTEN AND UNDERSTAND THE PERSPECTIVES OF OTHERS. WE WILL TREAT ALL WITH KINDNESS | <br><b>ACCOUNTABILITY</b><br>WE WILL TAKE RESPONSIBILITY FOR OUR CHOICES, ACTIONS, BEHAVIOURS, PERFORMANCE AND DECISIONS | <br><b>RESPECT</b><br>WE WILL BE PRESENT, VALUE OTHERS AND WELCOME DIVERSITY | <br><b>TRUST</b><br>WE WILL GAIN THE TRUST OF OTHERS BY LIVING OUR VALUES |
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## Key Responsibilities

### General Responsibilities:

- Provide high-quality administrative support to the appointed Executive Leader, ensuring compliance with legislative and policy requirements.
- Provide support to other members of the Executive and Leadership team as required.
- Provide general administrative assistance across various organisational functions, including project support, email processing and distribution, report and letter preparation, data entry, register administration, scheduling and booking itineraries, financial transaction processing, and managing social media and website content in line with established guidelines.
- Ensure a consistent and high-quality customer experience by recording, distributing, and monitoring customer requests across the organisation. Act as an internal advocate for customers, providing updates and reporting progress to various stakeholder groups.
- Assist with research, data collection, and analysis for reports, training and development, policy or process development, and other project-related tasks.
- Navigate and manage highly sensitive and strictly confidential matters in accordance with Councils confidentiality requirements.

## 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:**

- Certificate IV in Business Administration or equivalent, and/or a minimum of two (2) years' experience in an administrative support role within a complex environment.

**Licensing:**

- Current Queensland class 'C' Driver Licence.

**Experience and Knowledge:**

- Exceptional customer service skills with solid knowledge of principles and practices underpinning quality customer service.
- Demonstrated success in providing high-quality clerical and administrative support with sound knowledge of administration practices and procedures.
- Experience working collaboratively and contributing positively in a team-focused, continuous improvement environment.
- Demonstrated strong time management skills, organisation, and planning, with an ability to prioritise and manage multiple tasks to meet critical deadlines.
- 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.

**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.

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| <b>Approving Manager:</b>  |  |
| <b>Signature:</b>          |  |
| <b>Date:</b>               |  |
| <b>Employee Name:</b>      |  |
| <b>Employee Signature:</b> |  |
| <b>Date:</b>               |  |