

Senior Administration Officer (CCS)

Position Details

Location	Alpha Jericho, Barcaldine, or Aramac Muttaborra District Regional work and travel as required
Status	Full time or Part 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 4.1
Reports to	CCS Regional Coordinator
Direct Reports	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

 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
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Key Responsibilities

Administrative Support:

- Provide timely and efficient administrative and financial support including answering phone calls, managing emails, receipting of funds/invoicing, and delivering professional customer service.
- Maintain accurate records of client files and correspondence, ensuring the confidentiality and integrity of data at all times.
- Assist with the preparation of reports, documents, and meeting agendas as required.
- Manage office supplies and resources for the Community Care Services team.
- Assist with the organisation and coordination of meetings, including venue and catering, as and when required.
- Attend team meetings, accurately record minutes, and contribute to the continuous improvement of the department's services.
- Prepare purchase orders in line with organisational procurement processes.
- Update and maintain internal systems and databases, ensuring information is accurate and current.
- Provide assistance to staff and management in navigating systems, including troubleshooting issues and ensuring smooth data integration across platforms (e.g., Nightingale, Proda, Dex).
- Coordinate rostering and scheduling requirements for team members and service deliveries.
- Support the submission of timesheets for the Community Care Services team.
- Assist as required with home modification and maintenance services for clients in accordance with individual care plans.
- Assist in any other administrative tasks as directed by the Senior Regional CCS Coordinator.

Client Support and Coordination:

- Provide accurate information and support to clients regarding Community Care services.
- Coordinate client appointments and service schedules.
- Assist in resolving client queries and complaints, ensuring high levels of customer service.
- Provide a welcoming first point of contact for clients, maintaining awareness of verbal cues, behaviours, and information shared to identify potential concerns, risks, or support needs, and escalating where appropriate.
- Support client welfare during emergency or disaster events by assisting with client wellbeing checks, communication, and coordination of support services where required.

Compliance and Record Keeping:

- Ensure all client and service records are accurately maintained and updated within Council and Community Care compliance standards.
- Assist with auditing processes and ensure documentation is ready for any reviews or inspections.
- Manage confidential information in line with privacy laws and Council policies.

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

- In this role, you will occasionally be required to lift and carry heavy objects (weighing up to 10kg), and 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:

- Satisfactory completion of a year 12 Certificate or equivalent.
- Formal tertiary qualification in Business Administration or related discipline desirable.

Licensing:

- Current Queensland class 'C' Driver Licence.

Experience and Knowledge:

- Minimum of two (2) years' experience in an administrative role.
- Proven experience working in a team environment with an ability to support across an organisation.
- Sound computer skills with experience using Microsoft Office Suite, records management systems, and internal computer systems.

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:	