



This is an exciting and unique opportunity to be part of an organisation with an energetic and collaborative approach with a commitment to meeting the expectations of customers and the communities of Douglas.

Our organisation offers excellent working conditions and a range of generous employee benefits including flexible working arrangements and supports and encourages our employees with training and professional development opportunities.

Applications are hereby invited for the following position:-

Governance and Information Officer

***Douglas Shire Council is an Equal Opportunity employer, promoting workplace diversity and
a safety culture with a smoke free environment***

DEPARTMENT: Corporate and Communities

APPLICATIONS CLOSE: Friday 8 August 2025

Your application must consist of the following information: -

CHECKLIST

- ☒ **Cover Sheet**
- ☒ **Covering Letter addressing the three main elements under the selection criteria:**
 - ☞ Qualifications
 - ☞ Knowledge, Skills and Expertise
 - ☞ People Oriented Skills and Attributes
- ☒ **Copy of current resume, qualifications, and licences (relevant to the position)**



Applications should be addressed to:

Douglas Shire Council
People and Culture
PO Box 723
Mossman QLD 4873

recruitment@douglas.qld.gov.au



**WITH COMPLIMENTS
INFORMATION KIT**

**Governance and Information
Officer**

Position Number: 301

Closing Date: Friday 8 August 2025

IMPORTANT INFORMATION REGARDING YOUR APPLICATION

Please read the following information on 'How to Apply' as it will help you with the preparation of your employment application. Be sure to read the details of the Information Kit carefully.

PRE-EMPLOYMENT ASSESSMENT

Following the selection of a preferred candidate Council will require a number of further checks including reference checks, police history / criminal history checks, medical assessment and drug and alcohol test.

EMPLOYMENT ELIGIBILITY

To apply you must be a Permanent resident of Australia, Australian Citizen, New Zealand Citizen or hold the appropriate visa to work in Australia to apply

Privacy Information: Douglas Shire Council is collecting your personal information in accordance with the Information Privacy Act for the purpose of assessing your skills and experience against the position requirements. The information you provide in your application will only be used by authorised Council Officers, including Human Resources and the relevant selection panel members. Your information will not be given to any other person or agency unless you have given us permission, or we are required by law.

Application Process

The following information will detail the application process and provide you with the information on “how to apply”.

In most cases, you no longer have to address each individual selection criteria in writing. Instead, you are asked to tailor your application to address three main elements in a covering letter and provide your resume. Please keep the covering letter brief (from two to three pages). Unless specifically requested, there is no need to write individual responses to the Selection Criteria in the Position Description.

What is required?

Using the streamlined process for short listing means your application will be assessed against the three main elements:

- i. Qualifications
- ii. Knowledge, Skills and Expertise
- iii. People Oriented Skills and Attributes

When preparing your application, read through the Key Duties and Responsibilities and Selection Criteria within the Position Description and organise your information under the three headings to create your covering letter. You can use the Selection Criteria to help you identify how your knowledge, skills, experience, personal attributes and qualifications are most relevant to the position.

Qualifications

Include details of and where you attained any education, training, qualifications, tickets and licences including those you are working towards.

Knowledge, Skills and Expertise

Identify relevant knowledge, skills and work experience as it relates to this role. Your response might provide examples that give details of the nature and extent of your experience, skills, responsibilities and any notable accomplishments or achievements.

People Oriented Skills and Attributes

These are personal characteristics you possess that would make you successful in this role. For example, if you are articulate and a good listener and the role requires you to provide excellent communication skills you need to demonstrate situations where you have exhibited this and how it will be of benefit to the role.

The chairperson of the selection panel may contact you for further clarification of your application during the short-listing process.

Addressing the three main elements

When addressing the three main elements you should ensure that your responses are relevant to the position. Using bullet points with examples is a simple approach to demonstrate how you meet the requirements of the position. When using examples try keeping to the following STAR principles:

Situation - What was the situation? Start by providing an example of where and when you carried out a specific task, used a required skill or demonstrated the particular knowledge.

Task - What were the tasks involved? Write about what your role was and what you did or were responsible for such as the tasks or duties you undertook that demonstrate your skills, knowledge or ability.

Action - What actions did you take to achieve the tasks? What skills, knowledge or ability did you use, what did you do and how did you do it?

Result - What resulted from the actions you took? What did you achieve and what were the results of what you did?

DOUGLAS SHIRE COUNCIL
GENERAL CONDITIONS OF EMPLOYMENT

| | |
|-------------------------------|---|
| <u>POSITION:</u> | Governance and Information Officer |
| <u>LOCATION:</u> | Mossman Administration Building |
| <u>CLASSIFICATION:</u> | Level 4 |
| <u>SALARY:</u> | Salary Ranging from \$89,888.89 to \$96,009.71 per annum. |
| <u>AWARD:</u> | Queensland Local Government Industry (Stream A) Award – State 2017. |
| <u>LEAVE:</u> | Five (5) weeks annual leave and fifteen (15) days sick leave per annum. Annual Leave Loading applies. A nine (9) day fortnight rostered day off system also applies. |
| <u>SUPERANNUATION:</u> | Employer superannuation contributions will be made at the rate of up to 12% of your salary through membership of Brighter Super or a complying fund. Employees may nominate to Council superannuation contributions they would like to contribute. A medical examination may be required. |
| <u>APPLICATIONS:</u> | <p>Applications can be submitted by:</p> <p>Addressed to: Private and Confidential Douglas Shire Council People and Culture PO Box 723 MOSSMAN QLD 4873</p> <p>or</p> <p>recruitment@douglas.qld.gov.au</p> |
| <u>CLOSING DATE:</u> | Friday 8 August 2025 |

Position Applied for: Governance and Information Officer

Position Number 301

Mr ☐Mrs ☐Ms ☐Miss ☐

Date: _____

Given Names: _____

Family Name: _____

Preferred Name: _____

Postal Address:

Home Address:

Telephone Numbers:

Home: _____

Work: _____

Mobile: _____

Preferred Contact Number:

Email:

Have you previously worked for Douglas Shire Council?

☐ No ☐ Yes

Dates: _____

Are you a current employee of Douglas Shire Council?

☐ No ☐ Yes

Dates: _____

Current Employees must complete:

Employee No:

Classification Level:

Position Title:

Department:

Supervisor:

Are you currently being represented by an external recruitment agency?

☐ No ☐ Yes

Name of Agency:

In order for Douglas Shire Council to monitor its advertising effectiveness, could you please indicate where you located this advertisement: (Please tick)

☐ Douglas Shire Council website ☐ Douglas Shire Council Facebook ☐ Douglas Shire Council LinkedIn☐ On-line (please specify site, e.g. seek.com, CouncilJobs.com, lgjobs.com.au):

This section is Optional: Do you identify with any of the following groups? (Please tick)

☐ Aboriginal / Torres Strait Islander ☐ Disability ☐ English as Second Language

Applicant Consent Details (Please Tick):

☐ I consent to my application being considered for other similar positions within Council over the next 6 months and I consent to my application and personal information being forwarded to the relevant Council Officer for consideration.**NB. By ticking this box it does not automatically mean that your application will be considered for all positions at Council. A separate application must be submitted for each vacancy.**

Applicants Signature:

POSITION DESCRIPTION

| | |
|--------------------------------|---|
| Position Title: | Governance and Information Officer |
| Position Number: | 301 |
| Department: | Corporate and Communities |
| Unit: | Governance, Strategy and Risk |
| Reports To: | Coordinator Governance, Strategy and Risk |
| Award Classification: | Level 4 Queensland Local Government Industry (Stream A) Award – State 2017 |
| Hours: | Nominal 72.50 hours, nine (9) days per fortnight as per agreement. |
| Pre-placement Medical: | Yes |
| National Police History Check: | Yes |
| Date Developed: | March 2019 |
| Date Reviewed: | April 2025 |

Douglas Values

Champion behaviour which exhibits the following values which underpin our efforts to build a culture based on positive relationships with colleagues and the community.

| | |
|--------------------------|-----------|
| Adapt | Integrity |
| Respect | Teamwork |
| Community Care & Support | |

Position Objectives

The purpose and function of the position is to:

- Support Council in fulfilling its compliance obligations through information gathering, technical writing, task and time management, and research and advice on recommended actions and stakeholder responses.
- Contribute to all operational objectives and goals of the Unit including supporting all areas of Council regarding Governance, Information Privacy and statutory reporting matters.

Organisational Relationships

| | |
|-------------------------|---|
| Position Reports to: | Coordinator, Governance Strategy and Risk |
| Position Supervises: | Nil |
| Internal Relationships: | The Governance and Information Officer works within the Corporate and Communities Department within the Governance, Strategy and Risk Unit and works with all internal stakeholders. |
| External Relationships: | The Governance and Information Officer works with government peers and leaders, local government representatives, regulatory bodies, community leaders, legal and financial advisors. |

Qualifications and Experience

Essential:

Qualifications

- Education or equivalent professional training or experience in government services, policy or technical writing, legal or paralegal studies or strategic communications.

Knowledge, Skills & Expertise

- High level of problem-solving skills.
- Excellent written/verbal communication skills.
- Well-developed record keeping reporting and analytical skills.
- Demonstrated ability to maintain a complaints management system and process to deliver good quality written correspondence and advice, meeting Unit objectives and outcomes in accordance with Council's policies and statutory requirements.
- Proven ability to undertake tasks and duties in an organised, reasoned, and timely manner and bring relevant issues to management's attention.
- Knowledge of the Information Privacy and Right to Information laws or other Australian applied Privacy legislation.
- Demonstrated experience in the provision of quality service to internal and external stakeholders, preferably in a government, community, secretariat or policy-based environment.
- Proven ability to adapt to unfamiliar processes and software packages with appropriate training.

People Oriented Skills & Attributes

- Demonstrated interpersonal skills including issue identification, conflict resolution and negotiation skills.
- Experience in, and commitment to, working in a team environment.
- Ability to relate in a courteous and diplomatic manner, particularly in dispute situations.
- Superior negotiation and conflict resolution skills and ability to effectively manage and communicate.
- Experience in interpreting legislation, policies and documented procedures.
- Advanced working knowledge of Microsoft suite.

Desirable:

Knowledge, Skills & Expertise

- Knowledge or experience in processing Right To Information and Information Privacy applications.
- Experience in a Local Government environment or similar.
- Expertise in Queensland Local Government information systems.

People Oriented Skills & Attributes

- Sound project and /or change management skills.

Key Responsibilities & Duties

Duties and responsibilities include but are not limited to:

- Maintain Council's complaint management program through registration, acknowledgement, internal referral of complaints and provision of Decision Notice to complainant.
- Maintain Council's Administrative Action Complaints Register.
- Administer the Right to Information and Information Privacy applications and undertake the role of Decision Maker for applications received.
- Maintain Council's policy, procedure and delegations' registers and coordinate periodic reviews.
- Coordinate preparation of the Operational Plan quarterly report.
- Coordination and preparation of agenda and minutes for Council Audit and Risk Committee meetings.
- Assist the Coordinator Governance, Strategy and Risk with the coordination of Council's Internal Audit function.
- Act as a point of contact for advice and support on governance, information, data management and privacy related functions for the organisation.
- Liaise with a range of internal and external stakeholders as required, on a range of relevant matters using tact and discretion.
- Manage work processes and set priorities to meet deadlines and achieve corporate and unit objectives.
- Undertake strategic projects in consultation with the Coordinator Governance, Strategy and Risk.
- Promote continuous improvement initiatives to the benefit of the organisation through participation in corporate planning initiatives, projects and working groups as directed.
- Provide excellent customer service and actively work to solve customer problems.
- Ensure all corporate information is captured within Council's business systems adhering to Recordkeeping policies and procedures.
- Other duties as directed by the Coordinator Governance, Strategy and Risk or General Manager TC Jasper Corporate and Communities.

Performance Indicators

It is expected the incumbent will deliver:

- Excellent customer service to both internal and external clients.
- Effective and efficient Complaints Management and Delegations systems.

- Legislative compliance for Right to Information and Information Privacy requirements.
- A consistently high standard of work, demonstrating the ability to set priorities and organise duties to meet agreed timeframes.
- A work environment based on Council's values and guiding principles.