

POSITION VACANT

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:-

Business Support Officer Infrastructure

DEPARTMENT: Infrastructure

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

APPLICATIONS CLOSE: Friday 8 July 2022

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**



Applications should be addressed to:

**Douglas Shire Council
Human Resources
PO Box 723
Mossman QLD 4873**

humanresources@douglas.qld.gov.au



**WITH COMPLIMENTS
INFORMATION KIT**

Business Support Officer Infrastructure

Position Number: 458

Closing Date: Friday 8 July 2022

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 may 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>	Business Support Officer Infrastructure
<u>LOCATION:</u>	Mossman Depot
<u>CLASSIFICATION:</u>	Level 3
<u>SALARY:</u>	Salary ranging from \$70,648.39 - \$75,936.83 per annum. Level of appointment will be dependent on qualifications and experience. A locality allowance is also payable - \$887.90 with no dependants or \$1,775.80 with dependants.
<u>AWARD:</u>	Queensland Local Government Industry (Steam 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>	<p>Contributions to Superannuation through membership of the Local Government Scheme or a complying fund is available on appointment at the appointee's election, or compulsory on completion of twelve (12) months service. Contributions - employee 6% of salary, employer 12% of employee's salary.</p> <p>Employer contributions – 10% of employee's salary if you choose not to contribute within the first twelve (12) months of employment. A medical examination may be required.</p>
<u>APPLICATIONS:</u>	<p>Applications can be submitted by:</p> <p>Addressed to: Douglas Shire Council Human Resources PO Box 723 MOSSMAN QLD 4873</p> <p>or</p> <p>humanresources@douglas.qld.gov.au</p>
<u>CLOSING DATE:</u>	Friday 8 July 2022

Position Applied for: Business Support Officer Infrastructure

Position Number 458

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)

☐ Port Douglas & Mossman Gazette ☐ Douglas Shire Council ☐ Other Newspapers:☐ 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 No: 458
Last Updated: March 2022

<u>POSITION:</u>	Business Support Officer Infrastructure
<u>DEPARTMENT:</u>	Infrastructure
<u>UNIT:</u>	Civil Operations
<u>ORGANISATIONAL RELATIONSHIP:</u>	Reports to: Coordinator Civil Operations
<u>AWARD CLASSIFICATION:</u>	Level 3
<u>CONDITIONS OF EMPLOYMENT:</u>	<p>Salary and conditions of employment will be in accordance with Queensland Local Government Industry (Steam A) Award – State 2017</p> <p>Commitment to Council's policies, procedures, Certified Agreement and other legislative requirements in relation to Best Practice, Equal Employment Opportunities (EEO), Anti-Discrimination and Council's Code of Conduct.</p>
<u>HOURS OF DUTY:</u>	Nominal 72.50 hours per fortnight, nine (9) day fortnight as per agreement.
<u>DELEGATIONS:</u>	Delegations as per the Delegations Register.
<u>WORKPLACE HEALTH & SAFETY RESPONSIBILITIES:</u>	<p>The employee shall comply, so far as is practicable, with the Workplace Health and Safety Act, Regulations, Codes of Practice and Council's Workplace Health and Safety Policies and Procedures and shall comply with instructions given by his or her Manager and / or Supervisor in respect of the Health and Safety of themselves and the Health and Safety of other persons.</p> <p>An employee may be required to be vaccinated against Covid-19 or provide an Australian Immunisation Medical Exemption form completed by an eligible health professional. Where vaccinations are identified as a position requirement suitable documentary evidence must be submitted.</p>
<u>PRIMARY OBJECTIVES OF THE POSITION:</u>	<ul style="list-style-type: none">• To provide cohesive, skilled, broadly based administration support to the Infrastructure Department to enable delivery of a high standard of service to internal and external customers.
<u>KEY DUTIES AND RESPONSIBILITIES:</u>	<ul style="list-style-type: none">• Administration support to coordinate and undertake the administration functions within the Infrastructure Department.• Assist in preparation of procurement and contract documentation for project and service contracts.• Procurement of materials and equipment in accordance with Council's Procurement Policy and Procedures.

- Arrange quotes, raise purchase orders and process payments for external Infrastructure consultants/ contractors.
- Assist in preparing reports and documentation for workshops and Council Meetings, as required.
- Assist in the preparation of grant applications and if successful, ongoing documentation including milestone reports and final report, ensuring all deadlines are met.
- Identify and implement opportunities for continuous improvement within the Infrastructure Department including, but not limited to record keeping and monitoring systems.
- Prepare/ update Infrastructure procedures and policies in collaboration with the team.
- Manage and monitor customer requests including provision of reports to management.
- Deliver superior customer service to internal and external stakeholders and provide high quality, efficient and accurate support/ advice.
- Ensure all documentation is completed accurately and in a timely manner to ensure effective delivery of service.
- Ensure all corporate information is captured within Council's business systems adhering to recordkeeping policies and procedures.
- Other duties as specified by the Manager Infrastructure and Coordinator Civil Operations.

SELECTION CRITERIA:**Essential:****Qualifications**

- Suitable qualifications and/or demonstrated experience relevant to the position including administration experience.
- Current Queensland driver's licence.

Knowledge, Skills & Expertise

- Working knowledge of the Microsoft Office Suite.
- Demonstrated experience in a customer service environment.
- Experience in undertaking administrative activities, including recordkeeping.

- Good oral and written communication skills.
- Demonstrated ability to carry out delegated tasks to a high standard delivering timely and accurate outcomes.
- Ability to work under pressure, effectively managing multiple tasks.
- Demonstrated ability to use initiative to resolve complex task providing timely and accurate responses.

People Oriented Skills & Attributes

- Proven ability to build effective relationships with both internal and external customers.
- Demonstrate enthusiasm and skills as an effective team player.

Desirable:**Knowledge, Skills & Expertise**

- Knowledge of storekeeping processes.
- Knowledge of procurement processes within a Local Government environment.
- Experience working with Local Government information and record keeping systems.

PERFORMANCE INDICATORS:

It is expected the incumbent will demonstrate:

- High level communication skills that establish and maintain effective working relationships with staff, customers, and stakeholders.
- Provision of excellent customer service to internal and external stakeholders in an effective and timely manner.
- Achieve a consistently high standard of work, demonstrating the ability to set priorities and organise duties to meet agreed timeframes.
- Actively participate in a team environment to achieve effective and efficient team performance.
- Delivery of a high standard of support to the Manager Infrastructure, Civil Operations Coordinator and Infrastructure teams.
- Demonstrated commitment to continuous improvement.