

POSITION DESCRIPTION

Bundaberg Regional Council has a vision 'To Build Australia's best Regional Community'. This position description outlines the values that underpin this vision and an overview of the general duties and responsibilities required in this role.

Overview

Position Title:	Corporate Applications Officer	Industrial Instrument:	Bundaberg Regional Council Certified Agreement plus Queensland Local Government Industry Stream A Award
Position Number:	4008	Classification Level:	3
Employment Location:	Bundaberg Service Centre	Position Status:	Fixed-term Full-time
Department:	Corporate Services	Document Last Reviewed:	12/03/2024
Branch:	Information Services	Job Dictionary:	N/A
Accountable To:	Corporate Applications Team Leader		
Aim of Position:	This role is primarily responsible for ensuring timely user access to corporate systems. Additionally, the role provides support for managing print and telecommunications usage in Council, maintains the software register, and supports the Information Services Steering Committee.		

Council Values

Bundaberg Regional Council's culture is driven by the following values:



Key Responsibilities

1. Provide effective and courteous Corporate Applications Support including:
 - Maintain Active Directory user access.
 - Maintain Altitude user access and permissions.
2. Maintain the corporate applications software register.
3. Maintain print and telecommunications service and provider data, analyse accounts, report on usage and trends.
4. Provide support to the IS Service Desk during peak periods or staff absences.
5. Provide administrative support to the Information Services Steering Committee, including scheduling meetings, and preparation and distribution of agendas and minutes.
6. Undertake other reasonable duties and tasks requested by Management within the incumbent's capabilities.

Position Requirements - Qualifications and Experience:

Mandatory:

1. Knowledge and experience using various business systems and the ability to quickly learn how to use new systems.
2. Proficiency in MS Office Applications
3. Highly organised with exceptional time management skills and an ability to prioritise and manage multiple tasks and meet deadlines.
4. Excellent communication, interpersonal and customer service skills.
5. Ability to work independently and as part of a team.
6. Attention to detail and accuracy.
7. Willingness to learn new skills and technologies.

Desired:

1. Local government experience

Organisational Capabilities – Individual Employees (Leading Self):

The capabilities for all roles are obtained from the Capability Framework which describes key behaviours required at all levels and roles across Council. There are four mandatory capabilities that are required in all roles – building relationships, customer focus, safety and professionalism and job requirements.

Building Relationships	Engage people to build positive relationships: <ol style="list-style-type: none"> 1. Puts themselves in other people's shoes to accept and value different thinking 2. Uses sound communication skills of active listening, paraphrasing to check for understanding, and appropriate language depending on the audience 3. Quickly assesses the emotions of colleagues around them and then adapts words, tone and gestures accordingly
Customer Focus	Focuses on customers: <ol style="list-style-type: none"> 1. Actively works to understand customers and stakeholders 2. Engages customers in a friendly and appropriate manner 3. Shows respect for customers and stakeholders
Safety and Professionalism	Models safe, professional and ethical behaviour: <ol style="list-style-type: none"> 1. Identifies safety issues and problems, takes and monitors corrective action 2. Is consistent in word and actions 3. Is viewed as trustworthy, honourable and truthful, and respectful of the view of others 4. Able to understand, monitor and channel their own emotions in a positive way whilst staying true to self
Job Requirements	Applies knowledge and skill: <ol style="list-style-type: none"> 1. Able to demonstrate knowledge appropriate for their role 2. Demonstrates strong skills in their functional area 3. Committed to maintaining a high standard of practice in their role
Cross-Organisational Thinking	Understands how their work makes a difference to Council: <ol style="list-style-type: none"> 1. Can describe the vision and purpose for their direct area 2. Able to describe how their work contributes to organisational objectives 3. Considers wider organisational objectives when making decisions and performing their work

Leading People	Supporting others: 1. Provides considered and supportive feedback to other team members and colleagues
Developing People with a One Team Focus	Supports others' capability development: 1. Readily shares their knowledge and experience 2. Acts as a coach, mentor, role model and sounding board for others
Driving People's Performance	Focuses on performance: 1. Seeks to understand tasks, asks questions and knows what is expected of them 2. Approaches challenging work situations with positive energy 3. Sets priorities and organises self to meet work deadlines 4. Reports progress and any potential delays of issues which may impact on others
Managing Stakeholders	Manages internal and external relationships: 1. Written and verbal communication is clear and concise 2. Listens to others actively and attentively 3. Demonstrates a friendly and engaging interpersonal style 4. Builds networks with peers 5. Works collaboratively with others
Decision Making	Makes sound decisions: 1. Demonstrates ability to research, understand and analyze information relevant to work tasks 2. Shows judgement in decision making
Making Improvements	Open to making improvements: 1. Shows a willingness to try new ways of working 2. Generates and shares new ideas and suggestions for improvement
Progressing Change	Responds flexibly to changes: 1. Works to embrace and assist change 2. Helps to engage others in the change process 3. Shows resilience in times of uncertainty

Organisational Accountabilities:

The organisational accountabilities are the expected standards of performance for all roles and levels in Council

Accountability	Action
1. Workplace Health and Safety	1. Actively participate and promote a health and safety culture that believes all incidents are avoidable and strives to create an environment free from injury or illness, and operate in accordance with Council's Health and Safety Duty Statement and associated safety policies/procedures.
2. Culture	1. Drive a positive and proactive customer service culture and demonstrate an active commitment to the culture, vision and values of Council. 2. Comply with Council's Code of Conduct and all Council policies and procedures at all times.
3. Information Services and Technology	1. Protect and manage Council's information assets in accordance with legislative, policy and process requirements. 2. Use Council's technology appropriately and with respect.

4. Disaster Management	1. Assist, support and participate in Council's response to a disaster event, including any exercises and/or any event where the Business Continuity Plan is activated.
5. Customer Service	1. Demonstrate a comprehensive understanding of the customers of Council, creating a culture of customer service excellence.
6. Financial Accountability and Governance	1. Models compliance with Council's procurement Policy. 2. Delegations may be applicable to this position and are detailed in the Delegations Corporate Register. 3. Legislative Sub-Delegations and authorisations may also be applicable.
7. Corporate record-keeping	1. Ensure that full and accurate records are made for all business transactions conducted on behalf of Council and that all records are appropriately retained in accordance with Council's record-keeping requirements.

Acknowledgment

I hereby agree to abide by Council values, policies, and the Local Government Act and that this position description clearly outlines the overall responsibilities, physical requirements (through the relevant Job Dictionary) and duties that are to be carried out as part of this role of which I agree to perform at the best of my abilities. I also understand that the position requirements represent the minimum requirements to perform the duties at the current level.

Signature of Employee	
Print Name	
Date	/ /