

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:	Administration Officer
Position Number:	2119
Employment Location:	Bundaberg Regional Art Gallery & Childers Arts Space
Department:	Arts & Cultural Services
Branch:	Bundaberg Regional Galleries
Industrial Instrument:	Bundaberg Regional Council Certified Agreement plus Queensland Local Government Industry Stream A Award
Classification Level:	Level 1
Position Status:	Permanent Part Time (32.5 to 72.5 hours per fortnight)
Accountable To:	Galleries Senior Administration Officer
Aim of Position:	To provide customer service and administrative support and to undertake routine operation of the Bundaberg Regional Galleries on weekends and public holidays.
Document Last Reviewed:	05/07/2019

Council Values

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

 Communication and leadership Inspire and actively support the Council, our colleagues and our community to excel.	 Sustainability Engage with stakeholders in making decisions that will protect and enhance our community's future.
 Respect Act ethically, honestly, respectfully in building complete trust and confidence.	 Customer focus Foster a 'can do' attitude committed to meeting the needs of all customers.
 Teamwork Connect passion with purpose in working as one team with one vision.	 Innovation Embracing new ideas and new technologies to continually adapt and improve.

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Ensure safety and wellbeing for everyone through safe work practices, vigilance and awareness.

Key Responsibilities

- Provide a high standard of customer service to all gallery visitors and stakeholders.
- Administer daily operations of the Galleries including welcoming visitors, providing accurate information on exhibitions and programming, maintaining and preparing the exhibition space throughout the day, handling phone and email enquiries, taking bookings, making sales, data entry, record keeping and other general tasks as required.
- Provide administrative support to the galleries team.
- Use Council desktop software applications to deliver routine administrative tasks.
- Maintain knowledge of the Bundaberg Regional Galleries programming, exhibitions, the Palace Backpackers Memorial and other Council services.
- Open and close the Galleries, monitor and report any maintenance, cleaning and security issues.
- Assist in operating the Gallery Gift Shop, including keeping the space clean and safe and undertaking associated administrative and financial procedures relating to the gift shop.
- Contribution and participation in working at; Gallery functions, events, programs, exhibition install & demount days, and rotational roster days between facilities.
- It is expected that the incumbent undertake other reasonable duties and tasks requested by Management within the incumbents capabilities, including additional duties as required during periods of absence of other staff.

Position Requirements - Qualifications and Experience:

Mandatory:

- Demonstrated ability to provide customer service to visitors and the team and undertake administrative tasks.
- Demonstrated accuracy and experience in cash management procedures.
- Ability to work independently, prioritise tasks, meet deadlines and manage changing priorities in a demanding environment whilst maintaining a high level of customer service.
- Excellent interpersonal, oral and written communication skills, with the ability to consult, communicate and problem solve effectively within a multidisciplinary environment.
- Demonstrated knowledge of computer based programs and processes including Email, Internet, Word, Excel, record keeping applications and a Point of Sale (POS) system with the ability to learn internal Council software packages.

Desired:

- Current Drivers Licence.
- Demonstrated interest in and passion for the visual arts.

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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.

Capability	Descriptors
Building relationships (mandatory)	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 (mandatory)	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 (mandatory)	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 (mandatory)	Applies knowledge and skill: <ol style="list-style-type: none"> 1. Able to evidence 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: <ol style="list-style-type: none"> 1. Provides considered and supportive feedback to other team members and colleagues
Developing people with a one team focus	Supports others' capability development: <ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 1. Written and verbal communication is clear and concise 2. Listens to other actively and attentively 3. Demonstrates a friendly and engaging interpersonal style 4. Builds networks with peers 5. Works collaboratively with others

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Decision making	Makes sound decisions: <ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 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 all roles and levels in Council

Accountability	Action
1. Workplace Health and Safety	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Drive a positive and proactive customer service culture and demonstrate an active commitment to the culture, vision and values of Council. • Comply with Council's Code of Conduct and all Council policies and procedures at all times.
3. Information Services and Technology	<ul style="list-style-type: none"> • Protect and manage Council's information assets in accordance with legislative, Policy and process requirements. • Use Council's technology appropriately and with respect.
4. Disaster Management	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Demonstrate a comprehensive understanding of the customers of Council, creating a culture of customer service excellence.
6. Financial Accountability and Governance	<ul style="list-style-type: none"> • Models compliance with Council's procurement Policy. • Delegations may be applicable to this position and are detailed in the Delegations Corporate Register. • Legislative Sub-Delegations and authorisations may also be applicable.
7. Corporate record keeping	<ul style="list-style-type: none"> • 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 recordkeeping requirements.

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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 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.

I also understand that the relevant job dictionary if applicable stipulates the minimum physical requirements of this position.

Signature of Employee	
Print Name	
Date	/ /

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