

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:	Bookings Officer	Industrial Instrument:	Bundaberg Regional Council Certified Agreement 2017, plus relevant Award or Contract
Position Number:		Classification Level:	Level 2
Employment Location:	Bundaberg Civic Arcade	Position Status:	Permanent
Department:	Community & Environment	Document Last Reviewed:	June 2019
Branch:	Community Services		
Accountable To:	Senior Administration Officer Community Services		
Aim of Position:	The focus of this position is to provide support to the Bookings and Community Services counter along with administration assistance to the Community Services Branch.		

Council Values

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



Key Responsibilities

- Assist in providing effective and courteous administrative support, reception and general office duties including:
 - Word processing
 - Telephone enquiries
 - Staffing of the Bookings Office - when required
 - Photocopying and facsimile operations
 - Distribution and collection of mail
 - Customer service
- Provide administrative support to the Section as required.
- Assist in maintaining Councils corporate data base systems in an accurate and timely manner.
- 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.

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Position Requirements - Qualifications and Experience:

Mandatory:

- Provision of a satisfactory Criminal History Check – Police Certificate (Australia wide – name only)
- Demonstrated knowledge of Microsoft Programs, including Word, Excel, Access, PowerPoint, and Outlook.
- Demonstrated general knowledge or the ability to rapidly acquire knowledge of Corporate computer programs such as Objective, CRM, Authority, GTX, Intelli Booking System
- Demonstrated competency with general office equipment.
- Excellent communication both written and oral, and interpersonal skills with the ability to liaise with a variety of internal and external parties.
- Demonstrated ability to maintain accuracy and integrity of corporate systems.
- High level time/task management skills including the ability to meet schedules.
- Well-developed administrative skills appropriate to the role including a high degree of attention to detail and accuracy.
- Ability in work independently or in a team in a professional and positive manner with the ability to be tactful and discrete when dealing with matters of a sensitive nature
- Demonstrate a developing ability to build relationships with internal customers and stakeholders as well as external organisations within set guidelines.
- Demonstrate ability to work as a team member.
- Demonstrated time management principles that can be used to assist in managing outcomes within set guidelines.
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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

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	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: 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: 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 other 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 judgment 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 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

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	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.

Immunisation Requirements

It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment:

Vaccination Name	Requirement
MMR, P/V (Measles/Mumps/Rubella, Pertussis/Varicella)	<ul style="list-style-type: none"> • Required for all job roles involving childcare, community care, aged & respite care

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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, 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	/ /

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