



Business Support Officer - Civil Works

Position Description

Position Number:	6013
Directorate:	Infrastructure
Team:	Civil Construction and Maintenance
Position Status:	Full Time
Classification:	QLGIA (Stream A)
Current Level:	Level 4
Reports to:	Manager of Operations (Civil Construction and Maintenance)
Accountable for:	N/A
Located:	Longreach Depot
Revised:	Oct 2024

Our Vision

Connecting Council and Community

Our Mission

Delivering Excellent Services

Our Eight Core Values

1. A Safe and Healthy Work Environment
2. Inclusiveness and Respect
3. Consistency and Fairness
4. Teamwork and Staff Development
5. Performance and Value for Money
6. Leadership and Collaboration
7. Sustainability
8. Forward-looking

Position Objective

The primary objective of this position is to perform a broad range of administrative functions that support the operational and project needs of the Civil Construction and Maintenance teams. The role will provide administrative support to the Manager of Operations, Works Supervisor and other Supervisors within the Longreach Works Depot Office.

Position Responsibilities

Functional Area	Key Accountabilities
<p>Business Administration and Support</p>	<ul style="list-style-type: none"> • Provide administrative support to the Manager of Operations and Supervisors within the Works Depot and wider Works Department, including but not limited to: <ul style="list-style-type: none"> ○ Completing monthly credit card reconciliation; ○ Customer Service Request creation; ○ Assisting with follow-up and close out of Customer Service Requests; • Respond to enquiries from the community in a courteous and timely manner; • Attend meetings/events/forums for the purposes of recording minutes in a professional, accurate, confidential and timely manner; • Collection of mail from main office; • Create and Publish Road Reports following inclement weather and/or road incidents; • Collate, prepare and submit reports relating to activities and data collection results, including but not limited to NDRRA submissions and Council reports; • In consultation with the Technical Officer, maintain Council's register of grids and gates and assist in tracking required maintenance and defect reports; • In consultation with the Technical Officer, collate, maintain and correlate Traffic Count Data to meet the requirements of the level of service outlined in the Transport Plan; • Ensure accuracy of all records kept both hard and soft copies are in line with required record management and Quality Assurance requirements; • Compile reports relevant to the department, including works programs, statistical data and tender documents. • Support the Manager of Operations and supervisors in activities such as ,including but not limited to: <ul style="list-style-type: none"> ○ Procurement and Contract management; ○ Producing purchase orders; and



	<ul style="list-style-type: none"><ul style="list-style-type: none">○ Undertaking reconciliation of invoices for works completed and goods received.● Be responsible for the administration of Council's Civica/Reflect software including but not limited to:<ul style="list-style-type: none">○ Implementation of internal staff user access;○ Licensing and registration of software;○ Assist in producing maintenance and defect reports for infrastructure assets such as grids, gates, roadside furniture, road networks, stormwater, footpaths, and landing strips;○ Provide advice/train internal staff on software usage and upgrades.● Assist in the review and implementation of relevant infrastructure policies and procedures.● Respond and process incoming <i>Before you Dig Requests</i>.● Monitor, respond and maintain NHVR consent requests and permit register.● Monitor and conduct monthly water meter readings for the Depot standpipe and prepare water billing invoices to be sent to Debtors.● Support in the compilation of annual budgets in your area of responsibility under the direction of the Manager of Operations.<ul style="list-style-type: none">○ Assist in the monitoring of project performance against budget allocations.○ Assist in assigning budgets such as DRFA (Disaster Recovery Funding Arrangements)○ Assist with Project estimates, budgets and submissions.
Business Project Support	<ul style="list-style-type: none">● Support in the preparation of project work packages in consultation with the Manager of Operations and Engineering Tech Officer including but not limited to:<ul style="list-style-type: none">○ Establishing processes;○ Coordinating with other Teams;○ Identifying requirements, standards, timelines and costs;○ Specification writing and tenders;○ Creating purchase orders;○ Receiving of Goods;○ Managing correspondence and documents;● Assist with tenders for procurement and contract management including but not limited to<ul style="list-style-type: none">○ Preparation of tenders○ Letters of Acceptance○ Contacting successful tenders.



	<ul style="list-style-type: none"> • Ensure project KPI's are met by monitoring and preparing project progress reports. • Actively participate in cross section communication and planning. • Contribute to achieving project outcomes or backfilling roles during periods of leave across all functions within the Works department.
Other	<ul style="list-style-type: none"> • When required participate in Council's emergency road assessment On Call roster or after hours following wet weather or road incidents. • Other such relevant duties as required from time to time which would generally fall within the scope and competency of this position as directed by your accountable supervisors or the Chief Executive Officer.

Position Requirements

Skills

- Excellent time management, organisation and planning with an ability to prioritise and manage own time and meet critical timeframes.
- Demonstrated communication skills, both written and oral, with the ability to deal with internal and external clients at all levels.
- Exceptional attention to detail and record keeping skills.
- High level customer service skills.
- Developed analytical, problem solving ability and negotiation skills.
- Demonstrated high level skills in dealing confidently and courteously with people at all levels.
- Experience in organising workshops and meetings, including preparation and distribution of papers.
- Capacity to work independently with minimal direction and collaboratively in a team environment.
- Ability to adapt to a multi-functional workload to support multiple key staff within different departments.

Knowledge

- A thorough understanding of how to maintain a safe working environment.
- Demonstrated relevant experience with Microsoft Office Programs such as Word, Excel, and Outlook and Reflect/Civica.
- Demonstrated knowledge and understanding of project management and processes or the ability to obtain.
- Knowledge of Council's policies and procedures and relevant Local Government legislation.
- Strong understanding of procurement principles, processes, and best practices, including sourcing, supplier evaluation, contract management, and purchasing procedures or the ability to obtain.
- Familiarity with procurement policies, relevant legislation, and ethical standards to ensure compliance and value for money or the ability to obtain.
- Ability to manage procurement activities that align with organisational goals, budgetary constraints, and timelines.
- Proficient in resource allocation, risk management, and stakeholder communication to assist in successful project deliveries within scope, time, and budget or the ability to obtain.

- Familiarity with road maintenance procedures, budget management, and contractual obligations within a performance-based framework or the ability to obtain.

Mandatory Experience/Qualifications

- Current “C” Class Drivers Licence.
- Construction white card.
- Certificate III in Business or other equivalent qualifications.
- Demonstrated experience in a high level administrative position.
- High level of experience in managing multiple tasks and working within a small and diverse team to ensure outcomes are achieved.

Desirable Experience/Qualifications

- Experience in the roles, functions and activities of Local Government.

Extent of Authority

- Works under general direction/supervision
- Undertakes complex problems where procedures are not clearly defined.
- Broad range of responsibilities including development of procedures.
- Freedom to act within defined/established practices.
- Assistance is available when problems occurs.

Delegations and Authorisations

A financial delegation of \$3,000.00 is assigned to this position. Please refer to Councils Procurement Management Directive for details of Councils guidelines as per Local Government Act and Regulation.

Physical Requirements

Physical Demand Category

- Sedentary Work
- Light Duty – Frequent lifting/carrying of objects weighing up to 5kgs.
- Medium Work – Frequent lifting/carrying of objects weighing up to 10kgs.
- Heavy Work – Frequent lifting/carrying of objects weighing up to 20kgs.

Audio-Visual Demands

- Depth Perception
- Colour Discrimination
- Peripheral Vision
- Hearing

Specific Actions Required

This job may include:

Standing/Walking	Sitting	Driving
<input type="checkbox"/> None	<input type="checkbox"/> None	<input type="checkbox"/> None
<input checked="" type="checkbox"/> Occasional	<input type="checkbox"/> Occasional	<input type="checkbox"/> Occasional
<input type="checkbox"/> 1-4 Hours	<input type="checkbox"/> 1-4 Hours	<input type="checkbox"/> 1-4 Hours
<input type="checkbox"/> 4-6 Hours	<input type="checkbox"/> 4-6 Hours	<input type="checkbox"/> 4-6 Hours
<input type="checkbox"/> 6-8 Hours	<input checked="" type="checkbox"/> 6-8 Hours	<input checked="" type="checkbox"/> 6-8 Hours

Work Environment

Attribute	Yes	No
Chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Cold	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Dampness	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fumes/Gases	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Heat/Humidity	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Noise

Repetitive Motions

Simple Grasping Fine Manipulation Pushing & Pulling Finger Dexterity Foot Movement

This Job Will Require

Manoeuvre	Frequent	Occasional	None
Bending	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Squatting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climbing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Twisting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reaching	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Plant operation with maximum seat rating of 150kgs

Workplace Health and Safety Obligations

All employees have a legal obligation to comply with regulatory requirements and **LRC–SMS (Longreach Regional Council's - Safety Management System)** incorporating WH&S policies, procedures and work instructions. These are introduced to ensure the health and safety of employees, contractors, visitors, volunteers, the public and the environment and remain compliant with Industry Benchmark Standards.

The following statements apply to all employees, including permanent, part-time and casual employees. Your responsibilities include:

1. To comply with instructions given for WH&S at a workplace by the employer;
2. Comply with the Health and safety duties and Duty of Care requirements as specified within the Work Health and Safety Act 2011 Part 2.
3. Timely reporting all accidents, incidents minor injuries, near misses and property damage (within 24 hours of the event) and assisting, if required, with the investigation of all incidents in the workplace;
4. For a worker to use the PPE (Personal Protective Equipment) provided by the employer after proper instruction in its use;
5. Not to wilfully or recklessly interfere with or misuse anything provided for WH&S at the workplace;
6. Not to wilfully place at risk the WH&S of any persons at the workplace including yourself;
7. Adhere to the LRC–SMS by remaining compliant to Council's WH&S Management Plan and completing relevant Monthly Action Plan items;
8. Performing all work and associated functions in a safe, efficient and effective manner;
9. Complying with all documented WH&S policies, procedures, work instruction and verbal instructions issued by the organisation or its officers;
10. Provide advice to ensuring risk assessments are conducted and recorded for all identified hazards, or prior to the implementation of new work practices, hazardous substances, or plant. Also, as required, assisting or participating in the carrying out of risk assessments on identified hazards;
11. Identifying hazards, conducting risk assessments, and implementing corrective action to eliminate hazards where possible and / or control risks in the workplace;

12. To report hazards and risks in accordance with WH&S procedures;
13. Establishing and maintaining a high standard of housekeeping within your individual work area(s) and generally within the Longreach Regional Council's area of responsibility;
14. Attending any toolbox, team talks or specific training (e.g. Take 5s etc.) as supplied and required by Longreach Regional Council;
15. Being familiar with the location of first aid treatment centres, fire protection facilities and evacuation procedures;
16. Report any concerns for WH&S to your Supervisor.

Acknowledgement

This Position Description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Director of Works – Andre Pretorius
Signature:	
Date:	
Present Incumbent:	
Signature:	
Date:	