



Bouliá Shire Council POSITION DESCRIPTION

<p>POSITION TITLE: Tourism Officer, Bouliá Heritage Complex</p> <p>DIRECTORATE: Community Services</p> <p>DEPARTMENT: Tourism</p> <p>POSITION NO: Maternity Relief</p>	<p>LEVEL</p> <p>CLASSIFICATION: 1.3</p> <p>AWARD and STREAM: Queensland Local Government Industry Award (Stream A) State 2017</p> <p>REPORTS TO: Manager, Community Services</p> <p>LAST REVIEW DATE: 31.10.2019</p>
--	---

As an organisation, we value

Professionalism: We will display accountability, openness, transparency and integrity.

Continuous improvement: All aspects of the organisation's operations are encouraged through a progressive and creative approach.

Excellence: The manner in which we approach all aspects of the business, the highest possible outcome will be achieved.

Procedural consistency: There is a consistent approach to the way in which Council conducts its business across the region.

Customer focus: We identify and meet the needs of all customers in a responsive and equitable manner.

Team work and coordination: We work together to achieve a common goal

Safety and well-being: We are all committed to working safely and caring for each other's well-being.

DEPARTMENT SUMMARY

- a) TOURISM
- b) MARKETING
- c) ADMINISTRATION
- d) SHIRE AND FAMILY HISTORY
- e) CEMETERY RECORDS

POSITION SUMMARY

This Complex provides the opportunity to provide facilities for arts and cultural activities; and, the preservation of historic and heritage artefacts both Indigenous and Non-Indigenous.

The primary function of this position is to provide efficient customer service along with the delivery of informative historical narrative to the visiting public (including dignitaries) and/or guided tour groups as required.

The position holder performs duties with guidance from the Manager, Community Services.

The Boulia Heritage Complex is a key stakeholders in the Council's strategy for the tourism industry to be an economic driver for the region.

CORPORATE RESPONSIBILITIES

CODE OF CONDUCT

1. Compliance with Council's Code of Conduct, Management Directives and policies and procedures, ensuring that behaviour and conduct;
 - a) is in line with the expectations of Council as specified in the Code of Conduct, and
 - b) decisions are made based on the principles of sound ethics and judgement.

2. Act at all times in line with the Principles as outlined in Council's Code of Conduct. Specifically;
 - a) Integrity and Impartiality
 - b) Promoting the Public Good
 - c) Commitment to the system of government
 - d) Accountability and transparency

CONFLICT OF INTEREST

- a) Employees of Council have specific obligations relating to conflict of interest and where there may be a conflict of interest with Council activities or there may be a detrimental effect on the performance of the employee, other employment or contracts will not be undertaken without prior written approval from the Chief Executive Officer.
- b) Boulia Shire Council and the employee are in, or are entering into, an employment relationship whereby the employee may gain access to confidential information and other valuable and protectable information of the Boulia Shire Council.
- c) The Employee agrees to deal with Confidential Information in accordance with the Terms of the Boulia Shire Council's Employee Deed of Confidentiality.

CONFIDENTIALITY AGREEMENT

- a) Staff should make themselves aware of the basic provisions of the various Acts, regulations, local laws, policies, delegations and protocols that relate to Council, as applicable to their position.
- b) Staff will refrain from engaging in behaviour that is improper, disgraceful or unbecoming, or shows unfitness to continue as an employee.
- c) Staff must give their undivided attention to their work during working hours, not engage in activities which make them unavailable when needed, and not engage in activities which are in any way in conflict with Council interests.
- d) Staff must recognise that their employment relationship is one of confidence and trust, and not disclose confidential and private information gained in the course of their work.

PUBLIC SECTOR ETHICS

Council is required to prepare a Code of Conduct for their organisation under the provision of the Public Sector Ethics Act 1994.

The code is based on five ethical principles:

- Respect for the law and the system of government
- Integrity
- Respect for others
- Economy and efficiency
- Diligence

Staff members are asked to become familiar with the basic principles outlined in the Boulia Shire Council's Code of Conduct, and what type of behaviour will be tolerated within the work environment.

In the Council being a public sector organisation, employees are expected to work in accordance with the Public Sector Ethics ie the principles and standards of conduct expected of staff members during their day to day employment.

GENERAL INFORMATION:

POSITION DETAILS

This is maternity leave relief role which is 25 hours per week and is located at the Boulia Shire Council's Historical Complex, 58 Mulligan Street, Boulia Q 4829

General features of this position require the application of knowledge and skills, which have been developed through training and experience in the tourism industry or similar.

The nature of the work will require the position holder to demonstrate professionalism and ethical conduct at all times.

Although due care has been taken to consider all aspects of the Tourism Officer's role, Council acknowledges that situations, circumstances or issues may arise outside the scope of the Position Description.

In any instance where details are not adequately defined or addressed within the Position Description, the Officer will consult with the Manager, Community Services to obtain an official determination.

POSITION SPECIFIC ACCOUNTABILITIES / PERFORMANCE OBJECTIVES

- Maintain and develop catalogues of historical data and/or artefacts / display items
- Provide information and/or undertake research for enquiries (eg Shire History, Genealogy or Cemetery)
- Deliver accurate information sessions to tour groups, and visitors including dignitaries
- Rapidly acquire / maintain / enhance knowledge of exhibits in all areas of the Complex
- Promote attendance at the Complex by organising various community information and /or historical events eg Queensland Day, cultural events and/or school tours
- Development of new literature (eg booklets, flyers, brochures), maintaining stocks of brochures and keeping up to date information for tourists

- Promote the profile of the Boulia Shire as a desirable tourist destination through including upcoming events and Shire attractions on the Boulia Shire Council’s website; Tourism Networks and other social media outlets eg Facebook
- Collate statistical information in compliance with reporting requirements such as Monthly Council Report, Annual Report and other tourism operational reports.
- Professional presentation of facilities ie dust free and clean
- Ensure Complex’s grounds and buildings are hazard free; and, toilets are hygienic

KEY PERFORMANCE INDICATORS

KEY COMPETENCIES

- Efficiently manage the day to day operation of the Stonehouse, various facets of the Museum and Marine Reptile Display
- Provide friendly and professional services when interacting with all visitors including the delivery of factual and up-to-date information
- Accurately record and collate statistical data in compliance with reporting requirements
- Timely submission of monthly reports for Council’s Meeting Agenda
- Undertake research of historical information (genealogy, Shire or displays) to deliver required outcome/s for the parties involved

SELECTION CRITERIA

- a) Demonstrated ability to perform Specific Accountabilities/Performance Objectives
- b) Demonstrated Skills, Knowledge and Experience as outlined within the Position Description
- c) Physical and psychological ability to perform duties in accordance with Workplace Health and Safety obligations including the ability to rapidly gain an understanding of the associated policies for the workplace

EXPERIENCE / QUALIFICATIONS / LICENCES / SKILLS

- a) No previous experience is necessary, however, a genuine desire to work in the tourism field is essential
- b) A “can-do” positive attitude with a willingness to learn is essential.
- c) Tourism Industry or customer service point of sale and/or knowledge gained through life experience/s, previous employment, training, education or a combination of all of these aspects to culminate in a the development of a broad-base of experience and transferable skills.
- e) First Aid Certificate – or ability to achieve certification
- f) Working with Children Check (Blue card)
- h) “C” Class Licence

In choosing the right person for this role we will consider what you have done previously – the knowledge, skills and experience you’ve built; and, potential for development, and personal qualities.

PROFESSIONAL DEVELOPMENT

- a) Undertake continuous refresher training to maintain/enhance and/or develop qualifications, skills and knowledge applicable to the role.
- b) The position holder may be encouraged to attend workshops and seminars relevant to the role.

WORK HEALTH AND SAFETY OBLIGATIONS

- a) Being aware of the Boulia Shire Council's WH&S Management System – Safe Plan, and the WH&S Management Plan.
- b) Performing all work and associated functions in a safe manner.
- c) Complying with all documented WH&S policies, procedures, work instruction and verbal instructions issued by the organisation or its officers.
- d) Correctly using and maintaining all personal protective clothing and equipment supplied by the organisation.
- e) Identifying hazards, conducting risk assessments, and taking corrective action to eliminate hazards where possible in the workplace, and / or to report hazards and risks in accordance with WH&S procedures.
- f) Establishing and maintaining a high standard of housekeeping and cleanliness within individual work areas and on Boulia Shire Council's property generally.
- g) Reporting and assisting with the investigation of all incidents in the workplace, including minor injuries, near misses and property damage.
- h) Attending any toolbox, team talks or specific training supplied by the Boulia Shire Council.
- i) Being familiar with the location of first aid treatment centres, fire protection facilities and evacuation procedures.
- j) Working in a manner that will not endanger themselves, other employees or the public.
- k) Report any concerns for WH&S to your Supervisor.

WORK HEALTH AND SAFETY POLICIES FOR THE WORK ENVIRONMENT

- Armed Robbery
- Blower-Vac Operation
- Cash Handling
- Cash Handling – out
- Dealing with Difficult Customers
- Decanting and Labelling Chemical Containers
- Electrical Safety General
- Fatigue Management
- Manual Handling Management
- Medical Emergencies
- Noise Management
- Office Safety
- PPE Management
- Stress Management
- Working in the Sun and Hot Conditions

EQUIPMENT OPERATED

- a) Telephone
- b) Computer
- c) Cash Register
- d) Motor Vehicle
- e) Blower-Vac

PHYSICAL DEMAND CATEGORY

SEDENTARY WORK	<i>Refer: Code of Practice 2011</i>
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 not exceeding 25kgs

SPECIFIC ACTIONS REQUIRED					
<i>This job may include:</i>					
Standing/Walking		Sitting		Driving	
<input type="checkbox"/>	None	<input type="checkbox"/>	None	<input type="checkbox"/>	None
<input type="checkbox"/>	Occasional	<input type="checkbox"/>	Occasional	<input type="checkbox"/>	Occasional
<input type="checkbox"/>	1 - 4 Hrs	<input type="checkbox"/>	1 - 4 Hrs	<input type="checkbox"/>	1 - 4 Hr
<input type="checkbox"/>	4 - 6 Hrs	<input type="checkbox"/>	4 - 6 Hrs	<input type="checkbox"/>	4 - 6 Hrs
<input type="checkbox"/>	6 - 8 Hrs	<input type="checkbox"/>	6 - 8 Hrs	<input type="checkbox"/>	6 - 8 Hrs

REPETITIVE MOTIONS	
Simple Grasping	<input type="checkbox"/>
Fine Manipulation	<input type="checkbox"/>
Pushing / Pulling	<input type="checkbox"/>
Finger Dexterity	<input type="checkbox"/>
Foot Movement	<input type="checkbox"/>

THIS JOB WILL REQUIRE:			
MANOEUVRE	FREQUENT	OCCASIONAL	NONE
Bending	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Squatting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

WORK ENVIRONMENT		
<i>Attribute</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Chemicals	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Cold	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Dampness	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Fumes / Gases	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Heat / Humidity	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Heights	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Noises	<input type="checkbox"/> Yes	<input type="checkbox"/> No

AUDIO-VISUAL DEMANDS	
Depth Perception	<input type="checkbox"/>
Colour Discrimination	<input type="checkbox"/>
Peripheral Vision	<input type="checkbox"/>
Hearing	<input type="checkbox"/>

PLANT OPERATION
maximum seat rating of 120kgs

GENERAL OBLIGATIONS

1. This is a description of the job as it is at presently constituted. It is the practice of this organisation periodically to examine employees' job descriptions; and to update these to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with supervisors and may involve a representative of Human Resources. You will, therefore, be expected to participate fully in such discussions. It is the organisation's aim to reach agreement to reasonable changes where identified.
2. Whilst employment is in the position described in this document, it is understood that employment is with Boulia Shire Council. In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing.
3. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster or significant organisational crisis.
4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures.
5. Failure to maintain any licence or certificates, which are a condition of your employment, may result in demotion or termination as Council is unable to guarantee your transfer to a position not requiring said licence/certificate.

CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Prepared by: Human Resources Officer

Date:/...../.....

Signature:

Reviewed by: Manager, Community Services

Date:/...../.....

Signature:

Approved by: Chief Executive Officer

Date:/...../.....

Signature:

DEVELOPMENT/ REVIEW DATE	VERSION	PREPARED BY	APPROVING OFFICER	APPROVAL DATE
10.09.2018	1.0	HR/CSM	CEO	10.09.2018
31.10.2019	2.0	HR/CSM	CEO	31.10.2019