



BOULIA SHIRE COUNCIL

POSITION DESCRIPTION

POSITION TITLE:	Records Officer
DIRECTORATE:	Corporate Services
DEPARTMENT:	Corporate Services
CLASSIFICATION:	Level 3.1
REPORTS TO:	Director of Corporate Services
AWARD and STREAM:	Qld Local Government Industry Award – Stream A Boulia Shire Council Certified Agreement 2024-2027
HOURS:	72.5 hours per fortnight
LOCATION:	Administration Office
REVIEW DATE:	24/06/2025

OUR VISION

‘A progressive Shire creating opportunities for all’

We will be valued as a Shire where people choose to live, work and play and a guardian of a sustainable natural environment that inspires and supports a healthy community.

OUR PURPOSE

‘Delivering our plans, planning for the future’

We are a council committed to decisive leadership in making locally responsive, informed and responsible decisions. We aim to deliver continuous improvement to provide quality services and facilities which support a sustainable future.

OUR VALUES

Leadership and Collaboration

Building trust, teamwork, communication and a shared understanding that actively listens to our community.

Accountability, Consistency and Transparency

Equal opportunities, fair and open consultation and communication. Accepting responsibility for our actions.

Performance and Value for Money

Achieving the best value for money outcomes for our community. Collaborations, managing expectations and working towards common goals.

Commitment, Teamwork and Staff Development

Continually improve on our achievements and drive innovative solutions. Lead change and continuous improvement in delivering for our community. Promote a positive health and safety culture.

“No one individual can do this but as a community working together, we can deliver a strong framework for the future of our shire”

DEPARTMENT SUMMARY

The Administration Department services the Shire of Boulia, and deals with general enquiries from internal and external stakeholders. The department maintains the link between the internal and external functions for Council's service delivery utilising the Synergy-Soft Customer Management system. The department is also the primary contact for rates, debtor and creditor enquiries as well and external environmental licences such as food licences.

The role of records officer is paramount to the accurate recording and location of council records. Council uses an electronic document management system to receive, allocate and track all correspondence and enquiries made to the Council.

POSITION OBJECTIVES

The primary role of this position is to maintain Council's electronic data and records management system and complaints management system in compliance with relevant standards so as to ensure the smooth flow of documents and files within the organisation with appropriate follow up systems for customer and internal requests.

This role will be central for other core business units in the provision of a professional service to all clients and ratepayers of the Boulia Shire while ensuring the efficient maintenance of records files and providing support to Council employees in relation to records management.

KEY RESPONSIBILITIES

RECORDS SERVICES

The position is responsible for supporting all departments within Council and the duties include but are not limited to the following:-

- Responsible for recommending, implementing and maintaining Council's records management system.
- Register all inwards and outwards correspondence (e.g. mail, email, faxes and over the counter), reports and other administrative reports in accordance with the relevant policies and procedures, legislation and standards.
- Manage and support staff using the Customer Management system reporting and accountability requirements.
- Identify organisational functions and activities for which records must be kept, from analysis of business and context documentation.
- Provide advice in the workplace in relation to retention and disposal of documents and record management best practices within any formal groups.
- Preparation, maintenance and implementation of relevant record archival and destruction schedules.
- Receive and process Right to Information and Information Privacy applications, in accordance with relevant legislation/regulation requirements.
- Undertake any training required to provide information to staff on the Right to Information and Privacy applications.
- Determine security and access requirements for Council's records system.

- Develop business rules and procedures to support records management operations.
- Develop and deliver training on the operation of Council's electronic document management system.
- Development and maintenance of a compliant Records Management System

ADMINISTRATION & CUSTOMER SERVICE SUPPORT

- Ensuring the provision of professional face to face and phone customer service, and prompt response/s to enquiries (including electronic media) whilst complying with all Council's policies and associated procedures
- Internal or external communications – distribution of Council information as directed
- On-the-job knowledge will be gained through training and practical experience whilst observing the regulatory standards for confidentiality in the workplace.
- Undertake a variety of duties relating to the day to day operation of the Administration Centre
- Requisitions and Purchase Orders as directed
- Cash handling (EFTPOS, receipting and banking)
- Prepare various documents as directed
- Ability to identify the customer's needs and implement appropriate problem-solving to resolve customer enquiries
- Other such relevant duties as required which would generally fall within the scope of this position as directed by the Supervisor and-Management
- Other duties applicable to the position when requested

THE PERSON

- Knowledge of or ability to rapidly acquire knowledge of the relevant legislation associated with information privacy.
- Ability to work effectively as part of a team dynamic.
- Ability to work autonomously.
- Good time management with sound work ethics.
- Sound interpersonal and communication skills to be able to handle complaints and deal with people in difficult circumstances.
- Good numeracy and literacy skills necessary to compile and maintain accurate records.
- Basic computer software skills including word processing and spreadsheets.
- Ability to read and understand safety instructions and plans and to effectively communicate with the public and team members.
- Demonstrate a spirit of co-operation toward other employees and the achievement of Council's aims and objectives.
- Ability to solve basic problems, ensuring attention to detail at all times, and the ability to complete assigned tasks in a timely and professional manner
- Understanding of policies and practices surrounding workplace safety e.g. Incident reporting, hazard identification

EXPERIENCE / QUALIFICATIONS / LICENCES / SKILLS

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

MANDATORY

- a) Ability to work independently & within a team environment.
- b) C Class Driver's Licence.

DESIRABLE

- a) Records Management Qualification
- b) Current First Aid & CPR

SELECTION CRITERIA

- a) Demonstrated ability to perform Key Responsibilities.
- b) Possession of experience/qualifications/licences/skills as outlined in this position description.
- c) Physical and psychological ability to perform duties in accordance with Workplace Health and Safety Obligations.
- d) Willingness to obtain key skills & knowledge if not currently in possession of them.

GENERAL INFORMATION: POSITION DETAILS

This position is subject to a three (3) month probationary period, and performance will be formally reviewed annually, with informal feedback as required.

General features of this position require the application of knowledge and skills, which are gained through training and experience in the field.

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 this 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 Economic & Community Development Manager to achieve an official determination.

DUTIES AND RESPONSIBILITIES: 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 always 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 contracts must 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 regulations, local laws, policies, delegations and protocols that relate to Council as applicable to this 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.

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

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 will be encouraged to attend workshops and webinars relevant to the position.

WORK HEALTH AND SAFETY OBLIGATIONS

- a) All employees have a legal obligation to comply with statutory and the Boulia Shire Council's WHS Management System, WHS policies, procedures and work instructions.
- b) These are introduced to ensure the health and safety of employees, contractors, visitors, volunteers, the public and the environment.

Duties of workers while at work, a worker must:

- a) Take reasonable care of his or her own health and safety.
- b) Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons;
- c) Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by Boulia Shire Council to allow the person to comply with the Work Health and Safety Act; and
- d) Co-operate with any reasonable policy or procedure of Boulia Shire Council relating to health or safety at the workplace that has been notified to workers.

EQUIPMENT OPERATED

- a) Computer
- b) Telephone
- c) Tablet
- d) Photocopier (Document Centre)
- e) Motor Vehicle

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	
	None		None		None
	Occasional		Occasional		Occasional
	1 - 4 Hrs		1 - 4 Hrs		1 - 4 Hr
	4 - 6 Hrs		4 - 6 Hrs		4 - 6 Hrs
	6 - 8 Hrs		6 - 8 Hrs		6 - 8 Hrs

REPETITIVE MOTIONS	
Simple Grasping	
Fine Manipulation	
Pushing / Pulling	
Finger Dexterity	
Foot Movement	

THIS JOB WILL REQUIRE:			
MANOEUVRE	FREQUENT	OCCASIONAL	NONE
Bending			
Squatting			
Climbing			
Twisting			
Reaching			

WORK ENVIRONMENT		
Attribute	Yes	No
Chemicals	Yes	No
Cold	Yes	No
Dampness	Yes	No
Fumes / Gases	Yes	No
Heat / Humidity	Yes	No
Heights	Yes	No
Noises	Yes	No

AUDIO-VISUAL DEMANDS	
Depth Perception	
Colour Discrimination	
Peripheral Vision	
Hearing	

PLANT OPERATION
Maximum seat rating of 120kgs

GENERAL OBLIGATIONS

1. This is a description of the job as it is at presently proposed. 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 staff 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/certificates.
6. Always promote the Shire in a positive manner when dealing with external contacts.
7. Promote and encourage continuous improvement strategies for the delivery of accurate and timely Council governance documentation.
8. Demonstrated commitment to work outside of normal business hours on those occasions as required.

CERTIFICATION

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

DEVELOPMENT/ REVIEW DATE	PREPARED BY	REVIEWING OFFICER	APPROVING OFFICER	DATE
9/11/2020	DCS	N/A	CEO	9/11/2020
30/11/2020	DCS/HR	N/A	CEO	30/11/2020
28/6/2023	HR	N/A	CEO	28/6/2023
08/05/2025	MPC	DCS	CEO	24/6/2025