



Paroo Shire Council Position Description

Title: IT/Records/Tenancy Officer
Award: Queensland Local Government Industry Award (Stream A) – State 2017, and Paroo Shire Council – Non-Operational Staff Certified Agreement 2021-2024.
Level: 3
Department: Office to the CEO
Location: Cunnamulla

Position Objectives

To provide IT system administration and support services to the whole of Council, and to promote, advise and support Council staff in record keeping and related functions within Magiq software, whilst to undertake sentencing and destruction of records in accordance with the Public Records Act, relevant Retention and Disposal Schedules and other standards.

To effectively coordinate and maintain processes to support Council's housing policy including administration support, property inspections and maintenance coordination.

Reporting Arrangements and Delegations

- This role reports directly to the CEO and is a part of the Office of the CEO

Key Selection Criteria

1. Demonstrates ability to access Councils IT systems are fit for purpose and functioning as intended, to Coordinate the maintenance and support of Council Systems;
2. Demonstrate an understanding of Record Keeping legislation, requirements and compliant record keeping and archiving;
3. Ability to support Council staff to meet their record keeping obligations and to educate staff on their obligations and how to meet them;
4. Ability to comply with all Council WHS policies and procedures
5. Ability to provide support to colleagues in all areas of Council regarding Record Keeping and IT issues and projects that affect the organisation;
6. Demonstrate high level of organisational skills with the ability to coordinate work loads, multi task and meet deadlines;
7. Demonstrated experience in managing residential and commercial tenancies;
8. Demonstrate well-developed interpersonal, verbal and written communication skills with a strong commitment to customer service;
9. Demonstrate a high level of computer literacy especially with MS Office suite with a sound knowledge of standard office equipment; and
10. Ability to operate effectively in a team, contributing positively to team operations and working relationships in a friendly and flexible manner.

Skills and Experience

- Previous experience in a tenancy facilitation role;
- Sound knowledge of the Residential Tenancies and Rooming Act 2008 and the tenancy guidelines developed by the Residential Tenancy Authority or ability to learn; and
- Knowledge of policies and regulations relating to Local Government or the ability to learn;

- In depth knowledge of The Public Records Act 2002 and the Local Government Sector Retention and Disposal Schedule specifically QDAN 480 and QDAN711;
 - Manage all aspects of Council's electronic record management system including setting up users, maintaining security settings, applying disposal schedules etc
 - Great experience in systems administrator to ensure Council's IT systems are for purpose and functioning as intended.
-

Qualifications

Essential

- Ability to legally operate a motor vehicle under a 'C' Class Queensland Drivers Licence or higher is an essential requirement for this position;
- Sound skills in all Microsoft Office based programs, particularly Word and Excel;
- Sound skills in Electronic Document and Records Management Systems (Magiq); and
- Recognised membership from Records Management professional Australasia (RIMPA) or eligibility to obtain in 3 months
- Certificate III in Information Technology

Desirable

- Previous experience in property management an advantage.
-

Key Responsibilities and Duties

Records Management

- Identify and interpret changes to legislative requirements and standards that affect Council's information management practices and provide recommendations to ensure Council's policies, procedures and practices represent best practice;
- Respond to the organisations future needs, within legislative guidelines;
- Manage all aspects of Council's electronic record management system including setting up users, maintaining security settings, applying disposal schedules etc
- Undertake sentencing and destruction of records in accordance with the Public Records Act, relevant Retention and Disposal Schedules and other standards.
- Oversee the archiving of paper records in the Records Storage Facility.
- Implement Council's Record Keeping Policy and maintain all associated forms and procedures.
- Provide expert operational advice, support and guidance to internal departments to ensure that records are managed as per the Queensland State Archives requirement and provide this information for relevant auditing and governing bodies;
- Actively participate in the formulation and implementation of effective policies, practices, processes and procedures to deliver services which ensure the degree of customer satisfaction is continuously reviewed and improved to achieve high level of effectiveness and efficiency to promote a culture of compliance with the relevant legislative and policy requirements;
- Participate in the development and implementation of strategies that drive overall process improvement and compliance in Council's records, plans and management;
- Identify opportunities/innovative solutions to optimise information management. Control and coordinate the organisation's storage requirements in an efficient manner ensuring organisational objectives and operating needs are met;
- Actively engage council staff to ensure their cooperation for the correct archival management of Council's corporate information and provide expert advice and guidance with regard to improving their archival responsibilities and off-site storage practices; and
- Control and coordinate projects and project teams in order to achieve desired outcomes in accordance with corporate goals. Operate both proactively within a team environment and

autonomously with limited supervision to ensure the cost effectiveness and the operational goals of the branch and Council are achieved.

Information Technology

- Coordinate the information technology function within Council, including acting as System Administrator for the computer network and establish and maintain appropriate registers
- Coordinate the purchase and maintenance of computer hardware, IT equipment, software and licences;
- Coordinate the maintenance and support for corporate software and all computer programs utilised by Council including appropriate registers of personal and lap top computers, telephones – landline and mobile, iPad and android tablets, audio visual equipment, Wi-Fi and fibre optic networks and photo copiers and printers;
- Reconciliation of all IT related accounts and services On and Off boarding of IT Users; and
- Manage the security and Governance requests for system access and usage Perform related duties as assigned, within your scope of practice.
- Assist colleagues in providing technical support, troubleshooting software, and resolving technical problems via phone, email, or in person.

Tenancy

- Conduct and prepare entry, periodic and exit inspections of designated Council buildings and properties;
- Process and coordinate Council and Community housing rental including tenancy agreements, inspections, bonds, tenancy breaches and associated documents and registers;
- Implement and maintain Council's Housing Policy and all associated forms and procedures;
- Coordinate property maintenance and inspections to comply with all relevant laws, codes and Council policies;
- Work closely with the Building & Facility Maintenance Officer to schedule work orders and resolve property maintenance matters;
- Arrange inspections and maintenance scheduling with tenants and the Building & Facility Maintenance Officer and provide ongoing communication through to the completion of property maintenance works;
- Address tenant complaints, violations and problems to assist with prompt responses to customer requests/enquiries and project a helpful and positive image of the Council and its staff;
- Establish and maintain relationships with tenants;
- Maintain Council's property management database and all records, correspondence and files;
- Provide reports to management where required;
- Communicate, solve and discuss work problems with other team members;
- Perform other Council work within your capability as directed;
- Manage all aspects of Council and Community housing rental including tenancy agreements, inspections, bonds, tenancy breaches and associated registers; and
- Implement and maintain Council's Housing Policy and all associated forms and procedures.

Work Health and Safety

- Commitment to Workplace Health and Safety, Council Code of Conduct and demonstrating appropriate behaviour for a public sector employee; and
- Be willing and able to call out inappropriate behaviour if you see it.

ADDITIONAL POSITION REQUIREMENTS

The incumbent must be:

- Prepared to work flexible hours to meet the requirements of the position;
- Willing to obtain a 'Blue Card' to enable the incumbent to work with or supervise people less than eighteen (18) years of age if required;
- Medically fit and physically capable to meet requirements of the position; and

- In compliance with legislation and Paroo Shire Council Policy you will be required to provide a current National Police Check Certificate and have a Pre-Employment Health Assessment.

Ethical Behaviour

Employees must:

- Perform all jobs, tasks and processes in accordance with relevant guidelines and standards;
- Operate and maintain all Council assets including plant, fleet and equipment within Council guidelines and manufacturers’ specifications;
- Behave in a manner consistent with Council’s Code of Conduct and HR policies and the Local Government Act 2009; and
- Maintain confidentiality of all Council information obtained during the course of employment.

Customer Service

Employees must:

- Foster and maintain strong public relations with Council’s ratepayers, clients and other bodies directly or indirectly associated with Council; and
- Provide consistent and excellent customer services to all stakeholders.

Teamwork and Participation

Employees must:

- Establish and maintain effective professional relationships with the Chief Executive Officer, managers, supervisory staff, employees and contractors; and
- Maintain a positive team culture based on honesty, trust and integrity.

OTHER INFORMATION

- Paroo Shire Council is an Equal Employment Opportunity employer;
- All Employees within Council are subject to an initial three-month probationary period; and
- It is essential that applicants are interested in the lifestyle and unique rewards of working towards the development and prosperity of a small rural remote community.

PHYSICAL REQUIREMENTS

SEDENTARY WORK								
Light Duty	Frequent lifting / carrying of objects weighing up to 5kgs.					<input checked="" type="checkbox"/>		
Work	Frequent lifting / carrying of objects weighing up to 10kgs.					<input type="checkbox"/>		
Heavy Work	Frequent lifting / carrying of objects not exceeding 25kgs					<input type="checkbox"/>		
WORK ENVIRONMENT								
ATTRIBUTE			MANOEUVRE	FREQUENT	OCCASIONAL	NONE		
Chemicals	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Bending	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Cold	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Squatting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Dampness	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Climbing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Fumes/gases	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Twisting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Heat / Humidity	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Reaching	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Heights	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	PLANT OPERATION					
Noises	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Maximum seat rating of 120kgs					
SPECIFIC ACTIONS REQUIRED				AUDIO – VISUAL DEMANDS		REPETITIVE MOTIONS		
This job may include:								
Standing/Walking	Sitting		Driving		Hearing	<input checked="" type="checkbox"/>	Foot Movement	<input type="checkbox"/>
<input type="checkbox"/> None	<input type="checkbox"/>	<input type="checkbox"/> None	<input type="checkbox"/>	<input type="checkbox"/> None	Depth Perception	<input type="checkbox"/>	Fine Manipulation	<input type="checkbox"/>
<input checked="" type="checkbox"/> Occasional	<input type="checkbox"/>	<input type="checkbox"/> Occasional	<input checked="" type="checkbox"/>	<input type="checkbox"/> Occasional	Colour Discrimination	<input type="checkbox"/>	Pushing/Pulling	<input type="checkbox"/>
<input type="checkbox"/> 1-4 hrs	<input type="checkbox"/>	<input type="checkbox"/> 1-4 hrs	<input type="checkbox"/>	<input type="checkbox"/> 1-4 hrs	Peripheral Vision	<input type="checkbox"/>	Finger Dexterity	<input checked="" type="checkbox"/>
<input type="checkbox"/> 4-6 hrs	<input type="checkbox"/>	<input type="checkbox"/> 4-6 hrs	<input type="checkbox"/>	<input type="checkbox"/> 4-6 hrs			Simple Grasping	<input checked="" type="checkbox"/>
<input type="checkbox"/> 6-8 hrs	<input checked="" type="checkbox"/>	<input type="checkbox"/> 6-8 hrs	<input type="checkbox"/>	<input type="checkbox"/> 6-8 hrs				

POSITION DESCRIPTION ACCEPTANCE

I agree and accept all terms, conditions and duties outlined in this document.

Employee Signature.....

Employee Name.....

Date.....

CEO Signature.....

CEO Name.....

Date.....

Draft Only