

**POSITION DESCRIPTION****PART 1 – POSITION DETAILS**

<b>Position Title:</b>	Administration Officer – Regulatory Services
<b>Classification Level:</b>	QLGIA (stream A) – Division 2, Section 1, Level 3
<b>Industrial Instruments:</b>	Torres Shire Council Certified Agreement 2022
<b>Date prepared/ Updated:</b>	Open until filled
<b>Position Purpose:</b>	<p>This role is responsible for providing high-level administrative and operational support to Regulatory Services by coordinating administration systems, maintaining accurate records, supporting compliance processes, assisting with reporting and documentation, and ensuring the efficient day-to-day operation of Regulatory Services activities.</p> <p>The role is required to work with a degree of autonomy, initiative, discretion, and organisation while supporting the Director Projects, Planning &amp; Environment, Manager Regulatory Services, and associated Regulatory Services functions.</p>
<b>Key Performance Indicators</b>	A well-organised and efficiently supported Regulatory Services function where administrative systems, records, compliance documentation, reporting processes, and operational coordination are accurate, timely, compliant, and effectively managed to support lawful, responsive, and professional regulatory service delivery across Council.
<b>Reports To (Position Title):</b>	Director Projects, Planning & Environment & Manager Regulatory Services
<b>Roles Reporting to This:</b>	Nil



<b>Key Relationships / Interactions:</b>	<p><b>Internal Relationships</b></p> <ul style="list-style-type: none"> <li>• Director Projects, Planning &amp; Environment</li> <li>• Manager Regulatory Services</li> <li>• Senior Compliance Coordinator</li> <li>• Compliance Officers</li> <li>• Administration and Customer Service staff</li> <li>• Finance and Records staff</li> <li>• Other Council departments</li> </ul> <p><b>External Relationships</b></p> <ul style="list-style-type: none"> <li>• Members of the public</li> <li>• Contractors and service providers</li> <li>• Government agencies</li> <li>• Community stakeholders</li> <li>• SPER (State Penalties Enforcement Registry)</li> </ul>
<b>Decision Making Authority:</b>	<p>The position is ultimately accountable to Director Projects, Planning &amp; Environment but is also expected to:</p> <ul style="list-style-type: none"> <li>• Work with moderate supervision and a degree of autonomy.</li> <li>• Exercise sound judgement in prioritising work and managing competing demands.</li> <li>• Handle confidential and sensitive information with discretion.</li> </ul>

**PART 2 – KEY RESPONSIBILITIES**

Key Result Area	Major Tasks
<b>Job Specific Responsibilities</b>	<p><i>Administrative Support</i></p> <ul style="list-style-type: none"> <li>• Provide administrative support to the Director Projects, Planning &amp; Environment and Manager Regulatory Services</li> <li>• Prepare correspondence, reports, notices, meeting agendas, minutes, and regulatory documentation.</li> <li>• Assist in the preparation and tracking of compliance documentation including warnings, notices, Penalty Infringement Notices (PINs), permits, approvals, and related records.</li> <li>• Maintain accurate electronic and physical filing systems in accordance with legislative and Council recordkeeping requirements.</li> <li>• Coordinate incoming and outgoing correspondence for Regulatory Services.</li> </ul> <p><i>Compliance &amp; Regulatory Administrative Support</i></p> <ul style="list-style-type: none"> <li>• Assist with the administration of compliance matters including tracking actions, deadlines, inspections, and follow-up activities.</li> <li>• Maintain registers relating to local laws, infringements, complaints, permits, investigations, and enforcement actions.</li> <li>• Support the implementation and maintenance of administrative systems</li> </ul>



that improve regulatory compliance processes.

- Assist in coordinating contractor and public documentation relating to local law compliance matters.
- Monitor and track outstanding actions to support timely regulatory responses.to the development and implementation of Council's fleet management strategy.

*Coordination & Regulatory Administration Support*

- Assist with the administration of compliance matters including tracking actions, deadlines, inspections, and follow-up activities.
- Maintain registers relating to local laws, infringements, complaints, permits, investigations, and enforcement actions.
- Support the implementation and maintenance of administrative systems that improve regulatory compliance processes.
- Assist in coordinating contractor and public documentation relating to local law compliance matters.
- Monitor and track outstanding actions to support timely regulatory responses.

*Coordination & Organisational Support*

- Coordinate meetings, appointments, inspections, and operational schedules where required.
- Assist with project coordination and administrative tasks associated with Regulatory Services initiatives.
- Liaise with internal departments and external stakeholders to obtain and provide information relevant to Regulatory Services operations.
- Support procurement and purchasing administration processes where required.

*Reporting & Records Management*

- Compile and maintain operational statistics, reports, spreadsheets, and tracking systems.
- Assist in the preparation of monthly and operational reporting data.
- Ensure records are accurate, confidential, and maintained in accordance with Council policies and legislative obligations.
- Support audit and governance requirements through accurate documentation and record maintenance.

*Customer & Community Support*

- Respond professionally to enquiries from the public, contractors, and stakeholders.
- Provide accurate information within the scope of the role and escalate matters where required.
- Maintain professional, respectful, and confidential interactions at all times.

*Work Health & Safety*

- Comply with Workplace Health and Safety obligations, Council policies, procedures, and lawful and reasonable directions.
- Contribute to maintaining a safe and professional working environment.



<b>Supervisory Responsibilities</b>	Nil
<b>Impacting Legislative Responsibilities</b>	<p>The position is required to carry out duties in accordance with applicable legislation, regulations, Council policies, procedures, and lawful and reasonable directions. This includes, but is not limited to:</p> <ul style="list-style-type: none"> <li>• Torres Shire Council Enterprise Certified Agreement (2022)</li> <li>• Local Government Act 2009 (Qld)</li> <li>• Local Government Regulation 2012 (Qld)</li> <li>• Work Health and Safety Act 2011 (Qld)</li> <li>• Work Health and Safety Regulation 2011 (Qld)</li> <li>• Public Records Act 2023 (Qld)</li> <li>• Information Privacy Act 2009 (Qld)</li> <li>• Right to Information Act 2009 (Qld)</li> <li>• Human Rights Act 2019 (Qld)</li> <li>• Relevant Council Local Laws, subordinate local laws, policies, procedures, delegations, and compliance frameworks.</li> <li>• Records management and document control requirements applicable to local government operations.</li> <li>• Workplace conduct, confidentiality, ethical behaviour, and procedural fairness obligations relevant to Council operations.</li> </ul>
<b>Workplace Health and Safety Responsibilities</b>	Adhere to the workplace health and safety legislation in reporting all accidents and potential hazards in a timely manner.
<b>Confidentiality and Privacy</b>	<ul style="list-style-type: none"> <li>• Keep all confidential information, whether written or verbal, as well as any intellectual property developed, utilised or otherwise gained by the employee in the course of employment, completely confidential, even after completion of employment.</li> <li>• Ensure compliance with:             <ul style="list-style-type: none"> <li>○ <i>Right to Information Act 2009</i></li> <li>○ <i>Information Privacy Act 2009</i></li> </ul> </li> </ul>

**PART 3 – PERSON SPECIFICATION**

<b>Essential Skills &amp; Experience</b>
<ol style="list-style-type: none"> <li>1. Demonstrated experience in an administrative or business support role.</li> <li>2. Strong organisational and time management skills with the ability to manage multiple tasks and priorities.</li> <li>3. High attention to detail and accuracy in recordkeeping and documentation.</li> <li>4. Ability to work independently and use initiative in problem-solving.</li> <li>5. Strong written and verbal communication skills.</li> <li>6. Ability to maintain confidentiality and exercise discretion.</li> <li>7. Competent computer skills including Microsoft Office applications and electronic records systems.</li> <li>8. Ability to work effectively with a range of stakeholders in a professional environment.</li> </ol> <p>Desirable</p>



1. Experience working in local government, compliance, regulatory services, governance, or administration environments.
2. Experience with records management systems and compliance tracking systems.
3. Understanding of local government regulatory processes and administrative requirements.

#### **Key Behavioural Capabilities**

1. Professionalism and reliability.
2. Initiative and forward thinking.
3. Strong organisational ability.
4. Sound judgement and discretion.
5. Ability to remain calm under pressure.
6. Accountability and attention to detail.
7. Commitment to teamwork and service delivery.
8. Ability to communicate effectively with a wide range of culturally diverse people.

### **PART 4 – SELECTION CRITERIA**

#### **Essential Skills, Experience & Qualifications**

1. Demonstrated experience in providing high-level administrative support in a busy work environment with the ability to organise workloads, manage competing priorities, meet deadlines, and maintain accuracy and attention to detail.
2. Demonstrated written and verbal communication skills with the ability to prepare professional correspondence, reports, records, and communicate effectively with internal and external stakeholders including members of the public.
3. Demonstrated ability to work with a degree of autonomy, use initiative, exercise sound judgement, and identify practical administrative solutions to support operational efficiency.
4. Demonstrated ability to maintain accurate records and manage sensitive and confidential information in accordance with organisational and legislative requirements.
5. Demonstrated competency in the use of Microsoft Office applications, electronic records systems, databases, spreadsheets, and administrative tracking systems.
6. Experience working in a regulatory, compliance, local government, governance, or similar administrative environment will be highly regarded.