



Position Description

Administration Relief Officer (Casual)

Department:	Corporate, Community & Economic Development
Reports to:	Administration Manager
Employment Instrument:	<i>Palm Island Aboriginal Shire Council Certified Agreement 2010, Queensland Local Government Industry (Stream A) Award – State 2017</i>
Location:	Palm Island

Palm Island Aboriginal Shire Council

Palm Island Aboriginal Shire Council serves the Manbarra and Bwgcolman peoples through community centred leadership, cultural respect, and a commitment to safety and excellence. Everything we do is focused on supporting our community to build a strong, vibrant local economy that sustains our people now and for future generations.

We're building a placebased workforce to deliver our Corporate Plan 2026–2031, expanding opportunities for Palm Island people and other professionals who want their work to have impact.

Our Values

- **Service to Community** – We act for the wellbeing, safety, and future of our people.
- **The Bwgcolman Way** – We work with respect, culture, unity, and accountability.
- **Safety First** – We protect our people, workplaces, and island through safe decisions and behaviours.
- **Leading for Excellence** – We strive for quality, continuous improvement, and responsible stewardship.

Role Purpose

The Casual Administration Relief Officer provides friendly, practical administration and customer service support across Palm Island Aboriginal Shire Council when extra help is needed. This role is suited to someone with basic computer skills, a positive attitude, good communication skills and a willingness to learn. Full training will be provided on site, and Council will support the successful applicant to build confidence in the role

Key Responsibilities

In performing this position effectively, you will be required to:

1. Provide friendly and efficient reception, administration and customer service support across Council work areas as required.
2. Assist with general office tasks such as answering phones, greeting visitors, taking messages, filing, photocopying, scanning, data entry, preparing simple documents and helping staff with day-to-day administration.
3. Support Council staff with records, correspondence, basic computer tasks, stationery, bookings, simple forms, receipting or other duties where training and supervision are provided.
4. Respond to community and staff enquiries in a polite, respectful and helpful way, and refer matters to the right person when needed.

5. Assist with Council events, meetings, community activities or projects when requested.
6. Take part in on-site training and follow reasonable instructions, Council procedures and safe work practices.
7. Treat information carefully and maintain confidentiality when dealing with Council, staff or community matters.
8. Comply with Council's Workplace Health and Safety requirements, Code of Conduct, policies and lawful directions given in the workplace.

Workplace Health & Safety

- Follow all workplace health and safety procedures
- Assist with maintaining safe event spaces by identifying hazards and reporting issues
- Use equipment safely and as directed
- Participate in basic safety briefings and instructions

Teamwork & Professional Conduct

- Work cooperatively with Council staff, community members, volunteers, and external providers
- Follow directions from supervisors and event leads
- Be punctual, reliable, and flexible with work hours, including evenings and weekends
- Perform other reasonable duties within the scope of the position

Key Relationships

Internal

- Administration, Works and Operational staff

External

- Community members
- Visitors to Council

Position Requirements

Essential

- Basic computer skills and a willingness to learn Council systems, processes and procedures.
- Friendly, respectful and helpful manner when working with staff, community members, visitors and other stakeholders.
- Ability to follow instructions, ask questions when unsure and complete tasks with care.
- Good communication skills and the ability to speak with people in a clear, calm and respectful way.
- Reliable, punctual and efficient, with a positive attitude toward work.
- Ability to work as part of a team and support different Council work areas when needed.
- Ability to respect confidentiality and handle information appropriately.
- Previous administration or customer service experience is helpful but not essential, as training will be provided on site.

Desirable

- Previous experience supporting administration teams
- Knowledge of Palm Island community
- Experience working with local government or community organisations

Success Profile (Behaviours)

Administration/Reception staff are expected to demonstrate the following behaviours:

- Community-Focused: Provides friendly, respectful and culturally aware service to community members, Elders, visitors and staff.
- Customer Service Focused: Responds to enquiries calmly and helpfully, provides accurate information where able, and refers matters to the right person when needed.
- Reliable and Organised: Is punctual, follows instructions, manages routine administration tasks carefully, and completes work within agreed timeframes.
- Accurate and Confidential: Handles records, correspondence, forms, receipting and personal information with care, accuracy and confidentiality.
- Team-Oriented: Works cooperatively with Council staff and supports different work areas with reception, administration and office tasks as required.
- Professional and Safety Aware: Represents Council positively, follows Council procedures, uses office equipment safely and maintains a tidy and welcoming reception environment.

Compliance Requirements

All employees must comply with:

- Comply with all Council policies, procedures, and Code of Conduct
- Follow all Work Health and Safety (WHS) requirements and safe work practices
- Respect and adhere to cultural protocols, community expectations, and confidentiality
- Comply with lawful directions, required checks, and any relevant licences or certifications

Position Description Approval

Position descriptions cannot provide a definitive list of duties and responsibilities. This position description is subject to change from time to time as Palm Island Aboriginal Shire Council may be developed or restructured. Any such reorganisation of duties shall be the subject of discussion with the position incumbent.

Supervisor: _____ **Signature:** _____
(Name)

Date: _____

Chief Executive

Officer: _____ **Signature:** _____
(Name)

Date: _____

Position Acceptance

I accept the Position Description as stated above and acknowledge that it may require amending or updating periodically due to changes in responsibilities or organisational requirements. Changes to position descriptions will be in accordance with the position classification and consistent with the purpose for which the position was established.

Incumbent: _____ **Signature:** _____
(Name)

Date: _____