



PEOPLE & CULTURE

Position Description User Guide

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Welcome to the Position Description Template User Guide

Position Descriptions are a vital document used to capture the functions of all roles across Council.

Position Descriptions are used to capture the expectations of your role, during quality performance conversations and when advertising for new employees.

To assist you with the creation of a new position description or to update an existing one, we have created this guide as a starting point to assist you with this process.

Ensure that you are using the current approved template which you can access here: [Position Description Template](#)

On the [WIRE](#) you will also see the following reference documents:

1. Position Description Questionnaire

- a. This questionnaire is to help assist with creating or modifying a position description
- b. You can find the document here: [Position Description Questionnaire](#)

2. Glossary of Verbs

- a. This will assist you with creating your primary purpose and accountability statements
- b. You can find the glossary: [Glossary of Verbs](#)

The guide will provide additional information to help you navigate each section of the new Position Description Template. The Position Description template has the following areas that you will be required to provide information into:

- The Role
- Our purpose and values
- About Ipswich city council
- Purpose of the position
- Reporting line
- Accountabilities
- Qualification
- Knowledge and Skills
- Selection Criteria
- General
- Corporate Expectations

Some of the noticeable differences you will find with the new position description template is simpler to use, the multi-layered numbering has been removed, and most sections now use bullet points. This will assist with keeping the formatting in place.

Anything that is highlighted **YELLOW** needs to be deleted. The headers on each page will automatically fill for you once you type in the "Title" into the table.

Position Title

Position Title	Title <i>(this will automatically update on the 'header and footer')</i>
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- a. Please ensure you follow the naming conventions with the title for the role/function

LEVEL	NAMING CONVENTIONS
General Manager	General Manager, [Department name]
Branch Manager	Manager, [Branch name]
Section Manager	[Section Name] Manager
Principal Officer	Principal Officer [Title/Role Function]
General staff	Role Function [team if required]

- b. The **header** on all pages will update with the position name so you do not need to access the header.
- c. The **footer** data will be managed by People and Culture team so you do not need to update anything in the footer.
- The **Objective Number** will be the new reference number for all Position Descriptions that will be saved into the approved Objective Position Description Library
 - This library is managed by People and Culture
 - The information in the footer should not be modified without seeking approval from your People and Culture Business Partner

Department	Choose an item.	Branch	Choose an item.		
Section	Choose an item.	Instrument	Choose an item.	Level	

- a. Please select the correct drop-down for your Department, Branch and Section. If you require changes, please contact your People and Culture Business Partner to discuss. Only P&C can update this section.
- b. Select the correct Certified Agreement in the Instrument section
- c. Enter the level for the role
- This will be confirmed by your People and Culture Business Partner as part of the Mercer evaluation process for new or updated roles.

About Ipswich

People and Culture have approved this section and reflects our current message within Seek and LinkedIn for recruiting roles.

Neighbouring Brisbane, Queensland's capital, Ipswich is the state's fastest growing area and oldest provincial city. It is a dynamic blend of rich heritage, proud communities, diverse landscapes, and lively energy all contributing to a region full of liveability and opportunity.

Ipswich City Council employs more than 1,500 people and promotes a workplace culture built on our communication, collaboration, integrity, efficiency, and leadership values. Council teams operate across various industries delivering a wide range of services to the community.

Purpose of the Position

Insert 1-2 sentences that succinctly describe this position's overall purpose, why it does it and how it does it. It should encompass the full scope of the role and why the role exists in the organisation should be highlighted.

The primary purpose is written in the following format: **VERB [active tense] [WHAT is done] to [WHY it is done]**.

For example:

Leads the development of business cases to enable business expansion.

You may also choose to include **HOW** it is done.

Computer Systems Officer

Provide Help Desk service for the organisation's computer systems including PC networks and stand-alone systems in order to facilitate the efficient distribution of information and resources and to provide continued access to computing services for all staff.

Reporting Line

This is an additional section which is new to our Position Description. This information is critical for roles that do have other positions reporting up to, please enter the number, this information can be sourced from e-Hub and your people and Culture business partner can assist with gathering this for you:

This position reports to (Position title of supervisor) and has (X) number of direct reports.

If the role has no direct reports, just delete the part from the sentence so it would read as:

This position reports to (Position title of supervisor).

Accountabilities

This was previously “Key Responsibilities”. We have changed this to “Accountabilities” to be in line with the Mercer Evaluation protocols. You will see below is almost exactly the same as the method as creating a “Purpose of the Position statement”.

- List 6-8 major area accountabilities (For less senior roles, you may only need 4 or 5)
- Always use the same format (see below example):
 - **Verb(s)** (active tense)
 - **What & Why**
 - **How do we know = measure**
- You can also include Measurement criteria (like cost, timeframes or quantity) though this is not essential.

Note, we have moved away from using multiple numbering in this document. This section will just show a straight numbering of 1, 2, 3 as noted below.

- First accountabilities
- Second accountabilities
- Third accountabilities

Please refer to the “[Verb Glossary](#)”. This will assist you with selecting the correct ‘verb’ for accountability.

Instructions: To create an accountability, we recommend that you follow this process:

Use a ‘Verb’, ‘What & Why’ and ‘How do we measure’

Example: **Lead the Section as a safety champion, ensuring all activities adhere to safety standards.**

- **Verb:** Lead
- **What & Why:** the Section, as a safety champion
- **Measure:** ensuring all activities adhere to safety standards

Examples accountabilities for an Employee Services Manager are:

1. **Develop and implement reporting systems to assist with management decision-making, goal setting and planning to monitor the utilisation of human resources and to meet the organisation's reporting requirements.**
2. **Identify, develop, implement and evaluate effective strategies for providing training and development programs in personnel/employee services across the organisation to build a highly capable and flexible workforce.**
3. **Develop performance plans and conduct performance reviews with all Employee Services staff, to recognize good performance, address poor performance to facilitate the achievement of individual and organisation goals.**

Qualifications

More details have been provided in this section to assist with the creation/updating of Mandatory qualifications required to successfully deliver the required accountabilities for this position. Please work in partnership with the Learning and Development team and Workplace Health and Safety team to assist with this area below.

Mandatory:

*Insert list of essential qualifications/licence/tickets that is **absolutely necessary to deliver the required outcome***

- **Qualifications or certifications:** (where needed to practice or deliver the outcomes of the role; e.g. engineering, accounting degree or trade certificate)
- **employment screening checks:** (e.g., criminal records checks or working with children checks)
- **licensing or registration requirements:** (where there is a genuine requirement of the role; e.g. Heavy Vehicle licence, construction industry white card)
- **health assessments and fitness requirements:** (this will cover all required Immunisations, fit testing, medical assessments etc)

Desirable:

(insert list of desirable (but not essential) qualifications, for example, Certificate IV in Business)

- (Delete if not applicable for this position)

Knowledge and Skills (Optional)

*This is a new section is **optional** depending on the requirements of the role. This section will provide you with additional information around the knowledge and skills required to be successful in delivering the role. To help you with understanding where to find this information we have provided the industrial instruments for your reference:*

After reviewing the relevant instrument for your position, you can now start to add the essential and desirable requirements into the document.

Essential requirement:

- (insert list of skills the candidate is required to demonstrate competency in) example: demonstrated abilities to perform a position description evaluation. Interpret and apply industrial instruments

Desirable requirement:

- See above
- (Delete this section if it is not applicable for this position)

Officers Certified Agreement

- Level 1 commencing page 55
- QUEENSLAND LOCAL GOVERNMENT INDUSTRY (STREAM A) AWARD – STATE 2017
- https://www.qirc.qld.gov.au/sites/default/files/qld_local_government_industry_streama_010717v2_0.pdf

Local Government Employees Certified Agreement

- Level 1 commencing at page 119
- QUEENSLAND LOCAL GOVERNMENT INDUSTRY (STREAM B) AWARD – STATE 2017
- https://www.qirc.qld.gov.au/sites/default/files/2022-09/qld_local_govB_010922.pdf

Civic Centre Employees Certified Agreement

- Commencing page 43
- QUEENSLAND LOCAL GOVERNMENT INDUSTRY (STREAM B) AWARD – STATE 2017
- https://www.qirc.qld.gov.au/sites/default/files/2022-09/qld_local_govB_010922.pdf

Selection Criteria

(Insert requirements linked to the accountabilities, knowledge and skills already captured above) this is how you measure your candidate against their knowledge and skills. Example: Sound level of skills in delivering multiple projects, within specifications)

1. First selection criteria
2. Second selection criteria
3. Third selection criteria

General

This paragraph is for all roles. Please refer to your People and Culture Business Partner if you have any questions about this paragraph.

This position description reflects a summary of the key accountabilities of the position, it is not an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties that are reasonably within the scope of the officer's skills, competence and training.

Corporate Expectations

About the corporate expectations section, the wording provided has been approved and this information is not to be modified or changed at all. Please leave in the relevant version depending on the role. Delete anything that is not applicable to the role.

Please delete the corporate expectations that do not relate to this role.

CORPORATE EXPECTATIONS (A - Employee {all positions without reports})

- Employees are expected to be familiar with and comply with the *Human Rights Act 2019* and make decisions in a way that is compatible with Human Rights.
- Employees are expected to be familiar with and comply with the Code of Conduct and Council policies and procedures.
- The employee shall comply, so far as is practicable, with the Work Health and Safety Act, Regulations, Codes of Practice and Council's Workplace Health and Safety Policies and Procedures and shall comply with instructions given by his or her manager and/or supervisor in respect of the health and safety of themselves and the health and safety of other persons. Additionally, it is the responsibility of the incumbent to:
 - Participate in planning, hazard identification and risk assessment of work activities;
 - Report any new work hazard(s) to your supervisor;
 - Undertake work only for which you are competent and skilled;
 - Question any actions or decisions that you think are unsafe;
 - Follow documented work instructions, control measures and procedures;
 - Actively participate in all training provided;
 - Correctly use and maintain PPE provided Protect yourself, your colleagues and others;
 - Consider safety every day.

- Employees are expected to be familiar with and follow the spirit and content of Council's Diversity and Inclusion Strategy where people feel valued and respected and ideas and perspectives are sought out.

CORPORATE EXPECTATIONS (B - For Section Managers, Principal Officers, Coordinators {Lowest level requirements for a position with reports})

- Employees are expected to be familiar with and comply with the Code of Conduct and Council policies and procedures.
- Employees are expected to be familiar with and comply with the *Human Rights Act 2019* and make decisions in a way that is compatible with Human Rights.
- The employee shall comply, so far as is practicable, with the Work Health and Safety Act, Regulations, Codes of Practice and Council's Workplace Health and Safety Policies and Procedures and shall comply with instructions given by his or her manager and/or supervisor in respect of the health and safety of themselves and the health and safety of other persons. Additionally, it is the responsibility of the incumbent to:
 - Plan work activities identifying hazards and controls in consultation with workers
 - Conduct and record site inspections and risk assessments (including hazard identification, risk analysis, control measures and treatments)
 - Investigate all accidents and near misses using the appropriate tools and recording systems
 - Allocate appropriately skilled workers, resources and equipment to ensure activities can be carried out safely
 - Participate in the resolution of WHS issues in work areas, projects and sites
 - Cease and reassess work if a hazard control measure fails or is ineffective
 - Assist in workforce planning and training
 - Ensure workers attend scheduled safety training
 - Communicate hazards and controls as identified in the planning process
 - Report on issues/incidents/hazards and near misses related to work activities
 - Conduct regular safety conversations/Interactions
 - Ensure accountability of workers.
- Employees are expected to be familiar with and follow the spirit and content of Council's Diversity and Inclusion Strategy where people feel valued and respected and ideas and perspectives are sought out.

CORPORATE EXPECTATIONS (C - For Branch Managers)

- Employees are expected to be familiar with and comply with the Code of Conduct and Council policies and procedures.
- Employees are expected to be familiar with and comply with the *Human Rights Act 2019* and make decisions in a way that is compatible with Human Rights.
- The employee shall comply, so far as is practicable, with the Work Health and Safety Act, Regulations, Codes of Practice and Council's Workplace Health and Safety Policies and Procedures and shall comply with instructions

given by his or her manager and/or supervisor in respect of the health and safety of themselves and the health and safety of other persons. Additionally, it is the responsibility of the incumbent to:

- Measure implementation and operational safety and wellbeing performance within area of responsibility. Ensure compliance with safety and wellbeing policies and procedures.
- Identify workforce skills and safety and wellbeing training needs
- Ensure all projects and sites have a safety management plan
- Participate in the monitoring and review of safety and wellbeing issues, project safety performance and ensure implementation of corrective action(s)
- Report on safety and wellbeing (including hazards and incidents)
- Ensure accountability of section managers, principle officers, superintendents, supervisors and coordinators
- Provide resources and support to Safety Representatives as required.
- Employees are expected to be familiar with and follow the spirit and content of Council's Diversity and Inclusion Strategy where people feel valued and respected and ideas and perspectives are sought out.

CORPORATE EXPECTATIONS *(D - For General Manager)*

- Employees must be familiar with and comply with the Code of Conduct and Council policies and procedures.
- Employees are expected to be familiar with and comply with the *Human Rights Act 2019* and make decisions in a way that is compatible with Human Rights.
- The employee shall comply, so far as is practicable, with the Work Health and Safety Act, Regulations, Codes of Practice and Council's Workplace Health and Safety Policies and Procedures and shall comply with instructions given by his or her manager and/or supervisor in respect of the health and safety of themselves and the health and safety of other persons. Additionally, it is the responsibility of the incumbent to:
 - Implement safety and wellbeing policies and procedures
 - Ensure achievement of safety and wellbeing objectives and targets
 - Provide adequate resources and training for all workers to carry out their work safely
 - Monitor and review workplace safety and wellbeing performance
 - Implement continuous improvement programs
 - Ensure accountability of branch managers
 - Communication of safety and wellbeing policies, procedures, objectives and targets to workers and stakeholders.
- Employees are expected to be familiar with and follow the spirit and content of Council's Diversity and Inclusion Strategy where people feel valued and respected, and ideas and perspectives are sought out.