

Safety Support Officer POSITION DESCRIPTION



Position Number:	3807
Department:	Office of the CEO
Section:	Workforce and Governance
Unit:	Safety, Training and Wellbeing
Position Status:	Permanent Full Time
Classification:	Level 3 – Rockhampton Regional Council Certified Agreement 2022 – Internal Employees
Reports To:	WHS Strategic Projects Supervisor
Revised:	September 2025

General Position Statement

This position supports Council's direction by providing high level administrative support to the Safety and Wellbeing team in a professional, efficient and confidential manner ensuring the development of good working relationships with all staff and the public.

Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Provision of high level administrative assistance and support to the section including filing, data entry, word processing, telephone answering and other tasks as required.
- Monitor the Unit's shared mailboxes and calendars, triaging and responding to emails as required.
- Assist with processing of safety documentation (risk assessments, job safety analysis, incident investigation reports, etc.) and other tasks as required.
- Be responsible for the electronic filing and records management relating to safety functions ensuring all is maintained in accordance with Council's record keeping processes, and in particular within Council's Riskware system.
- Exercise sound judgement, initiative, confidentiality and sensitivity in the performance of work.
- Act as the first point of contact for all enquiries and reporting related to Council's Riskware system.
- Undertake the role of functional administrator for Council's Riskware system including the development of checklists, performing incident and hazard verifications, updating action dates and applying correct hierarchy of control levels to action plans.
- Assist with the logging and follow up of Riskware system issues as required to ensure prompt identification and appropriate action is taken.
- Facilitate the delivery of training to employees in the use of Council's Riskware system and assist in the development of relevant training resources.
- Assist with the development of safety and training documentation for implementation via Council's Learning Management System.
- Compile routine statistical data and prepare documentation for Council and other operational reports on a monthly, quarterly and annual basis as required.

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- Assist with the incident and hazard reporting processes for Council's operations and ensure data entered is accurate and is verified as required.
- Assist with the development of the annual hazard inspection program including review of sectional matrices, follow-up of outstanding inspections and routine reporting on compliance.
- Contribute to the continuous improvement of systems and processes within the work area and make recommendations to management to increase efficiencies.
- Assist Senior Officers within the Safety team to deliver safety projects as required.
- Assist in the ongoing review and update of the suite of safety documentation for Council, including the initiation of consultation processes, collation of feedback and reporting of documentation changes.
- Be responsible for monitoring and uploading safety documentation to myHub including corporate WHS procedures, operational work instructions, forms, meeting agendas and minutes and incident and hazard alerts.
- Assist in the planning, preparation and delivery of Council-wide safety events including the Health and Wellness Forum, Safe Work Month and R U OK? Day.
- Assist in the provision of routine safety information via verbal and written communication.
- Facilitate the ordering process for First Aid supplies for Council and update relevant records in line with the First Aid Code of Practice.
- Facilitate the appointment, cessation and elections of Councils Appointed First Aid Officers and Health and Safety Representatives including provision of information and assistance with Council systems and processes relevant to those roles.
- Act as a point of contact for Appointed First Aid Officers and Health and Safety Representatives to assist with general enquiries regarding their role.
 - Assist with financial processes for safety including raising purchase orders, processing payment and reconciliation of records.
- Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements

Your suitability for this role will be assessed against the following competencies.

Skills/Competencies

- Demonstrated knowledge and understanding of policies, procedures and legislation relating to workplace health and safety.
- Good communication (oral and written) and interpersonal skills relevant to the position and strongly focused on the provision of quality customer service.
- Strong organisational, planning and time management skills with the ability to manage competing priorities.
- High attention to detail and accuracy in data entry and reporting.
- High level numeracy and keyboard skills.
- Developing knowledge of work practices and policies relevant to the section/unit.
- Proven ability to maintain a high degree of confidentiality and sensitivity.
- Ability to research, collate information and provide written reports when required.
- Ability to use MS Office Suite and learn to operate Council's computer systems including Ci Anywhere Suite (R1 and ECM), Pathway, Beakon and Riskware.

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- **Communicate Effectively** – Ability to communicate with others verbally and in writing to meet requirements of the role.
- **Teamwork and Collaboration** – Ability to work together with others to achieve common goals both within immediate team and teams across Council.
- **Goal Setting** – Ability to set, define and deliver goals that are SMART – *Specific, Measurable, Achievable, Relevant and Timely*.
- **Time Management** – Ability to plan and organise tasks/work to meet objectives of the role.
- **Problem Solving** – Ability to analyse problems by gathering information and develop a solution (in line with role responsibilities) or options and make a recommendation.
- **Deliver Excellent Customer Service** – Ability to meet customers' expectations around safety, time, cost and quality.
- **Focus on Continuous Improvement** – Ability to identify opportunities to enhance team effectiveness and improve team's customers' experience.

Qualifications and Experience

Certificate IV Work Health & Safety and/or relevant work experience in a similar role

Desirable Qualifications and Experience

- Experience in a local government environment.
- Hold a Construction Industry Induction (White Card).

Behaviours

- **Customer Service** – Ensure service delivery and advice remain focused on Council's customers and community outcomes.
- **Safety** – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council's Health and Safety Duty Statements and associated safety policies / procedures.
- **Code of Conduct** – Act in accordance with Council's Code of Conduct.
- **Council Values** – Demonstrate behaviours aligned to Council's values: *One Team, Accountable, Customer Focused, Continuous Improvement and People Development*.

Additional Requirements

- Ability to work in an office environment.
- Ability to legally operate a motor vehicle under a "C" Class Licence.
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).

Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's Intranet.

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Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	General Manager
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	