



Employment Application Pack

Position Title:	Quality Systems Support Officer
Vacancy Reference Number:	VRN25/26-088
Department:	Council Services
Location:	Biloela
Employment Status:	Part Time, Maximum Term
Remuneration:	\$43.80 per hour Level 3 LGIA Stream A
Recruitment Commence	16 January 2026
Recruitment Closes:	30 January 2026

TO APPLY

Submit the following documentation via email or in person:

- Application for Employment
- Cover Letter
- Resume
- Copies of any relevant Qualification/Tickets/Licences are not required – please include details in the application form.

Your Cover Letter should outline qualifications, education and licences as well as abilities, skills and knowledge found on page two of the Position Description. Ensure you provide relevant examples where you have demonstrated your ability to perform the duties and responsibilities required in the Position Description.

Email: enquiries@banana.qld.gov.au

In person: Banana Shire Council Admin Office, 62 Valentine Plains Road, Biloela

BANANA SHIRE COUNCIL APPLICATION FOR EMPLOYMENT

APPLICANT DETAILS							
POSITION APPLYING FOR: Quality Systems Support Officer					VRN25/26-088		
FAMILY NAME:					GIVEN NAME(S):		
TITLE: <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Other _____							
MAILING ADDRESS:					MOBILE NO:		
POSTCODE:					TELEPHONE NO:		
EMAIL ADDRESS:							
IN ORDER FOR BANANA SHIRE COUNCIL TO MONITOR ITS ADVERTISING, COULD YOU PLEASE INDICATE WHERE YOU SAW THIS POSITION ADVERTISED?							
<input type="checkbox"/> Facebook		<input type="checkbox"/> SEEK		<input type="checkbox"/> LinkedIn			
<input type="checkbox"/> Newspapers _____		<input type="checkbox"/> Posters/Mail outs		<input type="checkbox"/> The Australian Local Government Job Directory			
<input type="checkbox"/> Banana Shire Council Website		<input type="checkbox"/> On-Line (Please specify website) _____					
ELIGIBILITY TO WORK IN AUSTRALIA <small>(Originals must be presented upon, or prior to, commencement of employment as requested by Council)</small>							
Are you an Australian/New Zealand citizen or Permanent Resident? Yes <input type="checkbox"/> No <input type="checkbox"/>							
If no, do you have a working visa? (Please specify type) Yes <input type="checkbox"/> No <input type="checkbox"/>							
LICENCES <small>(Originals must be presented upon, or prior to, commencement of employment as requested by Council)</small>							
Class of Licence:	<input type="checkbox"/> Car (C)	<input type="checkbox"/> LR	<input type="checkbox"/> MR	<input type="checkbox"/> HR	<input type="checkbox"/> HC	<input type="checkbox"/> MC	<input type="checkbox"/> RE/R
<input type="checkbox"/> Open <input type="checkbox"/> Provisional <input type="checkbox"/> Learners							
Licence issued in	<input type="checkbox"/> Queensland		<input type="checkbox"/> Another State/Territory		<input type="checkbox"/> Another Nation		
PLANT OPERATOR TICKETS <small>(Originals must be presented upon, or prior to, commencement of employment as requested by Council)</small>							
Please list the current Plant Operator Tickets you possess (Please provide details on a separate sheet if necessary):							
BLUE CARD <small>(Originals must be presented upon, or prior to, commencement of employment as requested by Council)</small>							
Do you possess a Blue Card issued by the Commissioner for Children and Young People and Child Guardian? <input type="checkbox"/> Yes <input type="checkbox"/> No							
WHITE CARD <small>(Originals must be presented upon, or prior to, commencement of employment as requested by Council)</small>							
Do you possess a White Card (QLD General Safety Induction [Construction Industry] Certification)? <input type="checkbox"/> Yes <input type="checkbox"/> No							
QUALIFICATIONS <small>(Please provide details on separate sheet if more than one Qualification is held)</small>							
Level of Qualification: <input type="checkbox"/> Masters <input type="checkbox"/> Post Graduate <input type="checkbox"/> Degree <input type="checkbox"/> Diploma <input type="checkbox"/> Certificate/Trade <input type="checkbox"/> School							
Course Name:					Year Qualification Obtained:		
Educational establishment where qualification attained: <input type="checkbox"/> University <input type="checkbox"/> TAFE <input type="checkbox"/> Other Training Centre <input type="checkbox"/> School							
Name of Establishment: _____ Country (If outside Australia): _____							

REASONABLE ADJUSTMENTS

Should you be shortlisted, are there any considerations that Council need to be aware of to make reasonable adjustments? Yes ☐ No ☐

If yes, please state details:

WORK RELATED REFEREES

Name: _____ Mobile phone No : _____

Organisation: _____ Business phone No: _____

Name: _____ Mobile phone No : _____

Organisation: _____ Business phone No: _____

EMPLOYMENT HISTORY (Mandatory)

Employer	Length of Service	Year Completed Service	Summary of duties	Business phone no.

I hereby grant Banana Shire Council Human Resource Business Partner permission to contact the Payroll department of the above mentioned Employer to confirm the following;

1. Length of Service
2. Position Title held at time of resignation

PERMISSION/DECLARATIONS

- To avoid any potential conflict of interest in appointing an independent interview panel, please advise if you have an association with or connection to current members of staff. Note: this information is confidential and will only be used to select an independent interview panel.

☐ Yes ☐ No

If yes, please indicate persons you have an association with: _____

- I certify that all answers and statements on this Application Form and any attachments thereto are true and complete to the best of my knowledge. I understand that, should I provide untruthful or misleading information, this application may be rejected or my employment with Council subsequently terminated.
- I agree to complete the Health Declaration Form and agree to a medical examination with Council's medical practitioner if required by Council.
- I authorise Council to conduct Police Search checks for any offences that may be recorded against me. I understand that an adverse result may affect my employment or potential employment opportunities with Banana Shire Council.
- I authorise Council to contact my listed referees and the Employer's Payroll Department for employment purposes only.

Name: _____ Signature: _____ Date: _____

PRIVACY COLLECTION NOTICE:

The personal information gathered by Banana Shire Council on this form is for recruiting purposes only and will not be used for any other purpose or given to any other party unless you have consented or Council is required or authorised by law to do so.

Thank you for applying for this position. Council welcomes copies of supporting documentation and your resume, however original documents and presentation folders will not be returned

Quality Systems Support Officer POSITION DESCRIPTION

POSITION DETAILS

Position Title:	Quality Systems Support Officer		
Classification:	Level 3	Position Status:	Full Time, Maximum Term
Employment Conditions:	Queensland Local Government Industry Award (Stream A) – State 2017 Banana Shire Council Certified Agreement 2024		
Department:	Executive Services	Location:	Biloela
Reports to:	Manager Governance	Number of reports:	0

ABOUT COUNCIL

Our Vision

“Shire of Opportunity”

To improve the quality of life for our communities through the delivery of efficient, effective and sustainable services and facilities.

Our Mission

Our Council is committed to promoting and striving for continuous improvement in all that we do, for the benefit and growth of the whole of our Shire.

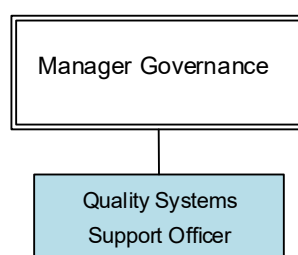
Our Values

- Advocacy for our people
- Effective and responsive leadership
- Integrity and mutual respect
- Honesty, equity and consistency in all aspects of Council's operations
- Quality of service to our citizens
- Work constructively together, in the spirit of teamwork
- Sustainable growth and development

GENERAL POSITION INFORMATION

Provides operational and administrative support to the Quality Systems Advisor and Manager Governance to ensure the effective functioning of Council's Quality Management System (QMS). The role supports documentation control, QMS process monitoring, audit administration, and continuous improvement functions to maintain compliance with ISO 9001 requirements. This position is a key contributor to maintaining accuracy, consistency, and accessibility of quality documents and supporting the organisation in maturing its quality culture.

ORGANISATIONAL REPORTING ARRANGEMENTS



DUTIES AND RESPONSIBILITIES

- Assist with maintaining and improving Council's Quality Management System (QMS) in line with ISO 9001
- Monitor and update quality documents, registers, and templates to ensure accuracy and compliance
- Support internal audits, including scheduling, administration, and follow-up actions
- Collate audit findings, non-conformance reports, and QMS performance data
- Maintain and control quality documentation using approved systems and publish updates as required
- Provide guidance to staff on QMS processes and promote compliance across departments
- Prepare QMS-related reports and maintain registers for actions, risks, and improvements
- Respond to enquiries and liaise with staff regarding quality requirements and documentation changes
- Contribute to continuous improvement initiatives and routine administrative tasks
- Participate in training, disaster management activities, and other duties as directed
- Contribute to the promotion of the image of the Council and the maximisation of good public relations
- Liaise with clients, other Council staff, the public, consultants, utility and government authorities in the performance of duties, including providing and obtaining information
- Undertake routine administrative tasks as required by the position, e.g. timesheets
- Assist senior staff to continuously improve work processes and develop new practices, as required
- Participate in training, exercises and response to disaster management and recovery as required
- Undertake other relevant duties as directed, consistent with skills, competence and training.

QUALIFICATIONS, EDUCATION AND LICENCE REQUIREMENTS

Compulsory

- Queensland 'C' class driver's licence (minimum requirement – provisional licence)
- Certificate in business administration, quality management, or related discipline **OR** equivalent experience in documentation or quality systems support.

ABILITIES, SKILLS AND KNOWLEDGE REQUIRED

Compulsory

- Demonstrated experience in documentation management or business process administration
- Strong computer skills, particularly MS Office Suite, document management systems, and editing tools
- High standard of written communication with strong attention to detail
- Ability to follow structured processes and apply version control, standards, and formatting requirements
- Demonstrated ability to manage workloads, meet deadlines, and work with minimal supervision
- Strong interpersonal and liaison skills with the ability to support staff across the organisation
- Knowledge of (or ability to rapidly acquire knowledge of) ISO 9001 principle
- Sound understanding of and commitment to EEO and WHS principles and practices.

Desirable

- Experience supporting QMS, audit programs, or compliance systems within local government or similar environments.

CORPORATE OBLIGATIONS

The Employee agrees to comply with the following:

- Workplace Health and Safety policies and procedures
- Customer service standards
- Council's Code of Conduct
- Council's Environmental Policy
- Anti-discrimination legislation, actively promoting its principles in all activities
- Human Resources policies and procedures
- Financial Management policies and procedures
- Records Management policies and procedures
- Disaster Management policies and procedures

SPECIFIC CONDITIONS/REQUIREMENTS

The employee acknowledges that this role requires them to hold and maintain a class 'C' manual driver's licence and that the loss of licence may jeopardise employment with Council.

ACKNOWLEDGEMENT

This position description outlines the responsibility level of the role and the general nature of work to be performed in this role. Your Supervisor will provide training and guidance on the specific requirements of the role. By signing this document you understand this and commit to the corporate obligations and specific conditions/requirements of the role as listed above and understand that failure to comply may jeopardise your employment with Council.

Name:	
Signature:	Date: