

Employment Information Package



Executive Support Officer

Position number: POS1489

Enquiries:

Name: Tatjana Peisker-Richings

Position: Human Resources Officer

Phone: 03 6323 3747

Email: tatjana.richings@launceston.tas.gov.au

Application closing date: 3.00PM, FRIDAY 26 JULY 2024



City of
LAUNCESTON

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Address all correspondence to:
Manager People and Culture
City of Launceston
PO Box 396
LAUNCESTON TAS 7250
Email address: contactus@launceston.tas.gov.au

When emailing your application, attachments should be sent in either Word (.doc/.docx), PDF (.pdf), TIFF (.tiff), JPEG (.jpg) or Excel (.xls/xlsx) formats.



Introduction

Launceston is the regional hub of Northern Tasmania and enjoys a rich natural and social history. Located at the head of the picturesque Tamar Valley, the Launceston region is renowned for its award-winning wines, gourmet dining experiences, magnificent natural features and friendly residents. Our city is human scale. A series of green and wild spaces linked by heritage streetscapes and thoughtful adaptations. A real blend of old-world and new, tradition and innovation.

The City of Launceston municipal area covers an area of 1,405 square kilometres with a population of around 71,000 residents.

The City of Launceston is Tasmania's largest municipal council in terms of population and revenue. Launceston boasts all the major facilities of a much larger city, many of which are owned and operated by the City of Launceston.

The City of Launceston is served by 12 Councillors, including the Mayor and Deputy Mayor.

Click [here](#) to view City of Launceston's strategic and annual reporting.

City of Launceston organisational chart

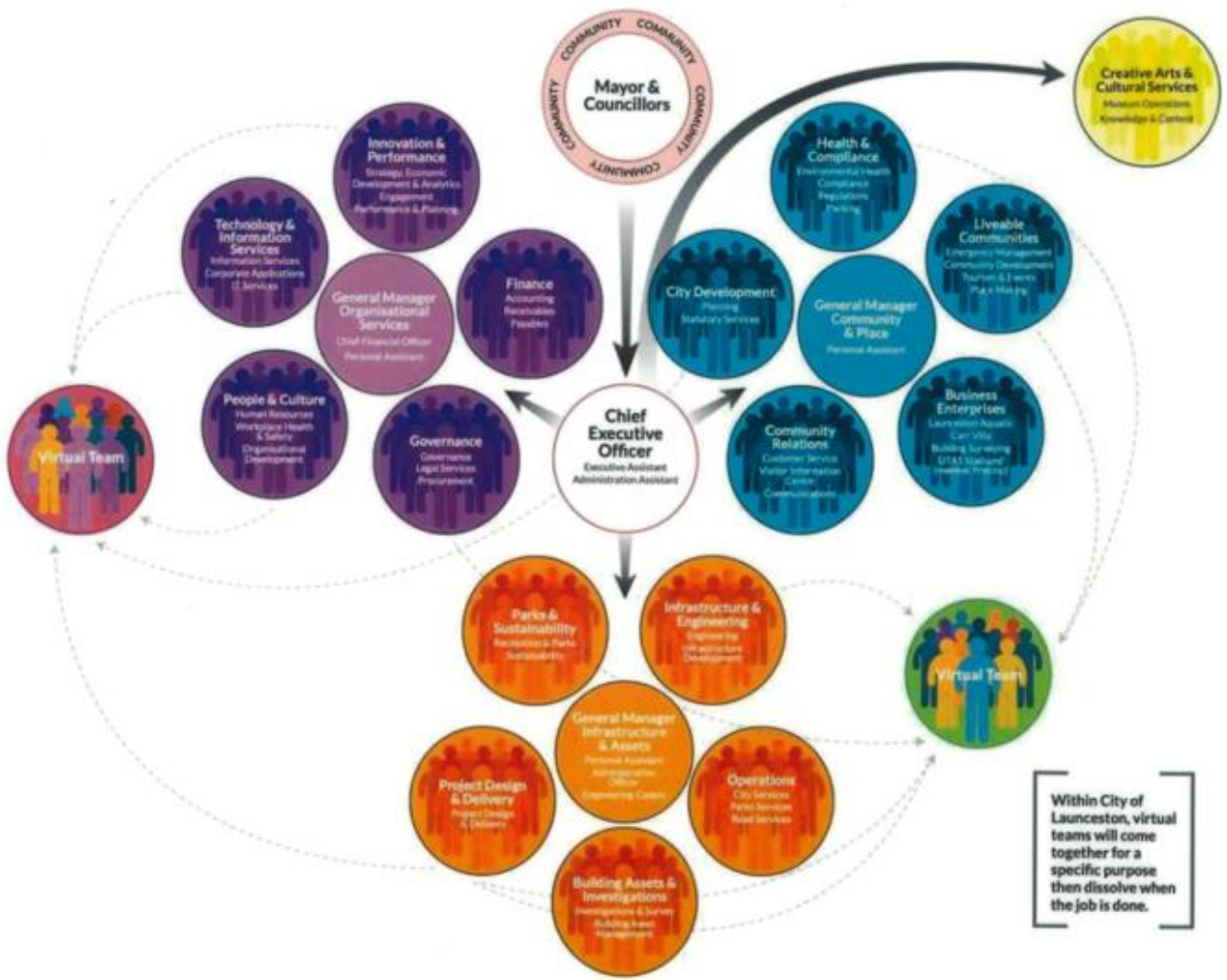
The City of Launceston is recognised as an Employer of Choice by the Tasmanian Government.

An Employer of Choice is a workplace that demonstrates contemporary workplace practices and provides outstanding support for its staff.

The Council employs around 570 employees across a range of responsibilities.



At City of Launceston we are an agile organisation, with teams being more empowered and self-managing



Organisational values

At the heart of our organisation are our four organisational values. Our employees are expected to adhere to, support and promote our values at all times.

Our aim is to attract and retain people who share our values and want to be a part of our positive workplace culture. Before submitting your application please review our values and decide if they are a good fit for you.



OUR PEOPLE MATTER

- We value clear and open communication
- We support and encourage each other
- We respect diversity
- We recognise individual needs, experience and strengths



WE CARE ABOUT OUR COMMUNITY

- We take pride in our work and pursue a standard of excellence
- We genuinely listen, and value collaborative relationships
- We strive towards the best outcome for our community
- We make responsible and sustainable decisions



WE BRING AN OPEN MIND

- We actively seek opportunities to continuously improve
- We respect and explore different ideas and perspectives
- We embrace change that leads to positive outcomes
- We value innovation and creativity



WE GO HOME SAFE AND WELL

- We show care for people and look out for one another
- We speak up and support others to be healthy and safe
- We take personal responsibility for our own health and wellbeing
- We value work-life fit

Information for applicants

City of Launceston is an equal opportunity employer. Our workforce is diverse, inclusive, flexible and family-friendly.

We value the different backgrounds, skills and contributions of all employees and treat each other and our community with respect.

We want opportunities at City of Launceston to be accessible and attainable to all candidates. If you are interested in this role but have concerns about your suitability, please talk to us before submitting your application.

Please read this information carefully, as it will help you with the preparation of your employment application.

When applying for this position, you must provide the following documentation:

1. Covering letter
2. Statement addressing the selection criteria (**highlighted criteria only**)
3. Resume

The online Application for Employment can be [accessed here](#) (you will be asked to attach your supporting documentation)

1. Your covering letter should introduce you and explain why you are applying for the role.
2. All recruitment and selection decisions are based on merit. The most suitable person in terms of skills, knowledge, qualifications, relevant experience, alignment with organisational values and work attitudes is selected for the position. Selection is based on the assessment of each application in relation to the selection criteria identified in the position description. The position description is included later in this information kit.

The selection criteria consists of the qualifications, knowledge, skills, attitudes and abilities required to successfully perform the role. You must provide a statement that addresses each highlighted selection criterion for the role. Your statement should include examples that demonstrate how you meet each criterion.

Please see information here on how to address the [Selection Criteria](#).

3. Your resume should provide details of your qualifications, work history, special skills, training and competency details and referees, plus any other information that may support your application. Be clear and informative. Include the names, position titles, addresses and telephone numbers of at least two work referees.

If we can assist you with any reasonable adjustments in order to submit your application for this role, please contact the People and Culture Team via email at contactus@launceston.tas.gov.au, noting your preferred method of communication and contact details and a member of the team will be in touch.

Recruitment steps

1. **Application received**
2. **Shortlisting**
 - Shortlisted applicants will be contacted by telephone or email to arrange an interview.
 - Unsuccessful candidates will be advised by email.
3. **Interview**
4. **Pre-Employment Checks:**
 - Reference Check
 - Police Check
 - Medical Assessment
 - Drug and Alcohol screening

All costs covered by City of Launceston
5. Suitability determination and preferred candidate identified
6. Letter of Offer

Employee benefits

- Our employees have access to discounted health insurance options through St Luke's Health and BUPA.
- Employees have access to a free EAP service, which provides support and counselling for personal and work related issues, coaching and advice for leaders and counselling assistance for immediate family members.
- We are committed to providing a working environment that is sufficiently flexible to meet the operational requirement and workload demands of the City of Launceston while accommodating, where possible, the needs of our employees.
- Discounted membership at Launceston Aquatic.
- Discounts at the Museum Gift shop.
- Additional leave: employees may request to purchase an additional two or four week's additional leave per year to help manage family/carer responsibilities or other special circumstances.

General conditions of employment

Position title	Executive Support Officer
Employment terms	Permanent, Full time
Working pattern	19-Day month
Total remuneration	\$80,439 - \$83,497* <i>*Total remuneration includes superannuation, as detailed below</i>
	Base salary \$69,795 - \$72,448
Superannuation	Employer contribution of 15.25%

- **Annual leave:** employees are entitled to 4 weeks (pro-rata for part-time employees) annual leave per year, plus leave loading.
- **Personal leave (for sick and carer's leave):** employees are entitled to two weeks (pro-rata for part-time employees) personal leave per year, if they are unable to attend work due to personal illness/injury or to provide care for a spouse/partner or immediate family member.
- **Paid parental leave:** employees are entitled to fourteen weeks paid (or twenty eight weeks at half-pay) parental/adoption leave for the primary carer; two weeks paid leave for the secondary carer.
- **Long Service Leave:** Long service leave applies after 7 years continuous service.

The City of Launceston Enterprise Agreement 2021 is available [here](#)

The City of Launceston Leisure and Aquatic Centre Enterprise Agreement 2022 is available [here](#)

Position Description

Position Description Form - Officer

PF NUMBER:		POS NUMBER:	POS1489
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POSITION TITLE:	Executive Support Officer
AWARD CLASSIFICATION:	Grade 3
EMPLOYEE:	Vacant
TEAM:	Office of the CEO
NETWORK:	Office of the CEO
REPORTS TO:	Executive Assistant to the CEO
PREPARED BY:	Debbie Pickett
DATE:	May 2024

APPROVED BY:	
NAME:	Sam Johnson
POSITION:	Chief Executive Officer
SIGNATURE:	

POSITION PURPOSE (Why does this position exist)

The role provides administration support to ensure the smooth running of the Office of the Chief Executive Officer (CEO) and the Office of the Mayor, with guidance and direction provided by the Executive Assistant to the CEO.

The role also provides support to the CEO and the Mayor during periods of absence or leave by the Executive Assistant. Guidance will be provided by Personal Assistants across our Networks as required, to support the role during these times.

The role will support the delivery of projects as required by the Office of the CEO, including the CEO, Executive Assistant, Strategic Projects Team and the Office of the Mayor.

As time permits the role will also support the delivery of projects and events required by General Manager's from across our Networks, and the Mayor's office as requested by the CEO or the EA.

City of Launceston is a values-based organisation, which means that we employ people who share and display our values



Our people matter

- we value clear and open communication
- we support and encourage each other
- we respect diversity
- we recognise individual needs, experience and strengths



We care about our community

- we take pride in our work and pursue a standard of excellence
- we genuinely listen, and value collaborative relationships
- we strive towards the best outcome for our community
- we make responsible and sustainable decisions



We bring an open mind

- we actively seek opportunities to continuously improve
- we respect and explore different ideas and perspectives
- we embrace change that leads to positive outcomes
- we value innovation and creativity



We go home safe and well

- we show care for people and look out for one another
- we speak up and support others to be healthy and safe
- we take personal responsibility for our own health and wellbeing
- we value work-life fit

Accountabilities	Activities/Tasks include:	Success looks like ...
General		
City of Launceston's Values	Behave in a way that supports the City of Launceston's values. <ul style="list-style-type: none"> • Our people matter • We care about our community • We bring an open mind • We go home safe and well 	Demonstrates, through behaviour, an alignment to and an understanding of our values
Technology	Use technology and information to maximise efficiency and effectiveness.	New and existing technologies are utilised effectively.
Collaborate	Work collaboratively within your team and across networks. Support delivery of the Network's strategic and annual plan actions. Work with horizontal teams as relevant to technical role accountabilities.	Actively participating in team meetings/tool box meetings, by offering ideas and suggestions and providing feedback Collaborative opportunities are sought across Networks
Innovation	Encourage and be proactive in developing a culture of introducing new and improved work practices and projects within your team and your network.	Improved work practices and projects.
Technical		
Provide customer service to internal and external customers.	Answer and respond to telephone enquiries from internal and external customers and stakeholders. Provide a warm welcome to all customers and stakeholders to the Office of the CEO. In the absence of the Executive Assistant to the CEO become the first point of contact to the Office of the CEO.	Respond in a friendly, courteous and efficient manner to all customer service enquires via telephone and face to face. Record accurate messages and follow through procedures when required.
Administration	Support the Executive Assistant to prepare, manage and review the provision of high level communication and correspondence including briefings, presentations and reports and ensure the comprehensiveness, accuracy and timeliness of written information. Provide other administrative support to the Executive Assistant as requested, including but not be limited to mail collection and distribution, photocopying, stationery management, purchase order creation/invoice receipting and refreshment items control and ordering.	Tasks completed efficiently and effectively and in accordance with City of Launceston guidelines and procedures. Engage with the EA to share ideas regarding improvements to administrative processes to support the smooth running of the Office of the CEO.

Accountabilities	Activities/Tasks include:	Success looks like ...
	Support the Executive Officer to develop and implement effective and efficient administrative practices, systems and procedures to support the Office of the CEO.	
Provide administrative support to the Strategic Projects Team	Provide administrative support to the Strategic Projects Team as required.	All tasks completed efficiently and effectively, within agreed time frames
Information Management	Register electronic correspondence and documents into the file management system, ensuring the correct security classifications. Research and retrieve documents as required.	Documentation stored and filed in Electronic Content Management (ECM), with correct classifications used.
Credit Card Reconciliation	Photocopy credit card receipts and register into the FlexiPurchase system.	Correct receipts are registered against amounts, and with efficiency.
Meeting/Event Coordination	Prepare and distribute agendas and papers. Taking, preparation and distributing meeting minutes as required. Scheduling participants for meeting attendance. Prepare/set-up meeting rooms with required documentation, refreshments and equipment e.g. IT. At the conclusion of meetings pack away equipment, clean and pack away refreshments and leave space prepared for next use. Support the coordination of events e.g. morning teas / breakfasts / Quarterly Forum including restaurant reservations, refreshment coordination, printing and coordination of presentations.	Rooms set up and packed down in a timely manner, ready for the next scheduled meeting. Tasks completed efficiently and in accordance with CoL guidelines and procedures.
Project Delivery	Assist with the delivery of projects as required by the Office of the CEO, with direction and guidance provided by the EA as required. When time permits and under the direction of the CEO or EA, provide project support to assist in the delivery of projects for the General Managers across our Networks.	Project tasks are completed efficiently and in accordance with City of Launceston guidelines and procedures.
Confidentiality	Ensure confidentiality of documentation and information for the Office of the CEO is maintained at all times.	Integrity and confidentiality of all Council related activity and documentation is maintained.
Work Safely with a Duty of Care for fellow employees and ensure procedural compliance	Perform all work in a safe manner in accordance with the City of Launceston's Occupational Health and Safety Policy and Procedures	

Accountabilities	Activities/Tasks include:	Success looks like ...
	<p>While at work, a worker must –</p> <p>(a) take reasonable care for his or her own health and safety; and</p> <p>(b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and</p> <p>(c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act; and</p> <p>(d) cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.</p> <p>(Section 28 Work Health & Safety Act 2012)</p>	
<p>Note: Whilst the key functions and responsibilities for the role are set out above, the Council may direct an employee to carry out such duties or tasks that are within the limits of the employee's skill, competence and training.</p>		

WORKING WITH VULNERABLE PEOPLE CHECK	
	Yes/No
Working with Vulnerable People Check required?	No
<i>If yes, include in Selection Criteria table below</i>	

SELECTION CRITERIA	
POSITION REQUIREMENTS/COMPETENCIES	
Organisational	
<ul style="list-style-type: none"> Community Focussed: considers community/customers in decision making 	
<ul style="list-style-type: none"> Communicate and Engage: demonstrates self-awareness & encourages open discussions & contributions from others 	
<ul style="list-style-type: none"> Create and Innovate: displays initiative & considers different ideas and perspectives 	
<ul style="list-style-type: none"> Safety Focussed: takes responsibility for own and team's health, well-being and self-care 	
Position Specific	
<ul style="list-style-type: none"> Effective written, verbal and interpersonal skills 	
<ul style="list-style-type: none"> Well-developed time management and organisational skills 	
<ul style="list-style-type: none"> Ability to work effectively as part of a high performing team, whilst also able to work autonomously 	
QUALIFICATIONS AND EXPERIENCE	
<ul style="list-style-type: none"> Certificate III Business Administration or similar preferred, or relevant experience in an administration role 	
<ul style="list-style-type: none"> Sound experience using Microsoft Office Suite with the ability to learn new program/systems 	

REPORTING STRUCTURE	
Manager	Executive Assistant to the CEO
Direct Reports	N/A

KEY RELATIONSHIPS (External and Internal Customers, Supplier, Colleagues, etc)	
Internal	Nature of Relationships
Office of the CEO	Provide administrative support
Mayor, Councillors and ELT	Liaison on behalf of the CEO
All other Council staff	Liaison on behalf of the CEO
External	Nature of Relationships
Ratepayers, community members and businesses	Liaison on behalf of CEO
Stakeholder groups, including politicians, State Government agencies	Liaison on behalf of CEO

DELEGATIONS & AUTHORISATIONS (Local Government Act, By-Laws etc)	
Purchasing Approvals	Limit \$5,000

Confidentiality

Staff are

- a) Able to access; or
- b) May be exposed in the course of performing their duties to information that may be related to individuals, organisations or the general dealings of the City of Launceston. Some of this information will be of a sensitive nature – either within or external to the organisation.

By accepting this position the employee undertakes:

- a) To keep all information that they are exposed to confidential during and after their period of employment with City of Launceston. Information should never be disclosed outside of the organisation and only be disclosed to other employees if there is a need within the context of the task being performed.
- b) To not access any information within the organisation's systems that is not directly relevant to their work.
- c) To abide by the requirements of the Confidentiality and Privacy clause of the relevant Enterprise Agreement.

OTHER RELEVANT INFORMATION
<p>Expectations of a City of Launceston employee:</p> <ul style="list-style-type: none"> • Have strategies in place to enhance their own health and well-being, manage stress and maintain professionalism; • Seeks feedback broadly and asks others for help with own development areas; and • Translates feedback into an opportunity to develop.



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