

Employment Information Package



Workplace Project Officer

Position number: POS1734

Enquiries:

Name: Leigh Handley

Position: Manager Operations

Phone: 03 6323 3511

Email: Leigh.Handley@launceston.tas.gov.au

Application closing date: 3:00PM, THURSDAY 18 JULY 2024



City of
LAUNCESTON

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www.launceston.tas.gov.au

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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

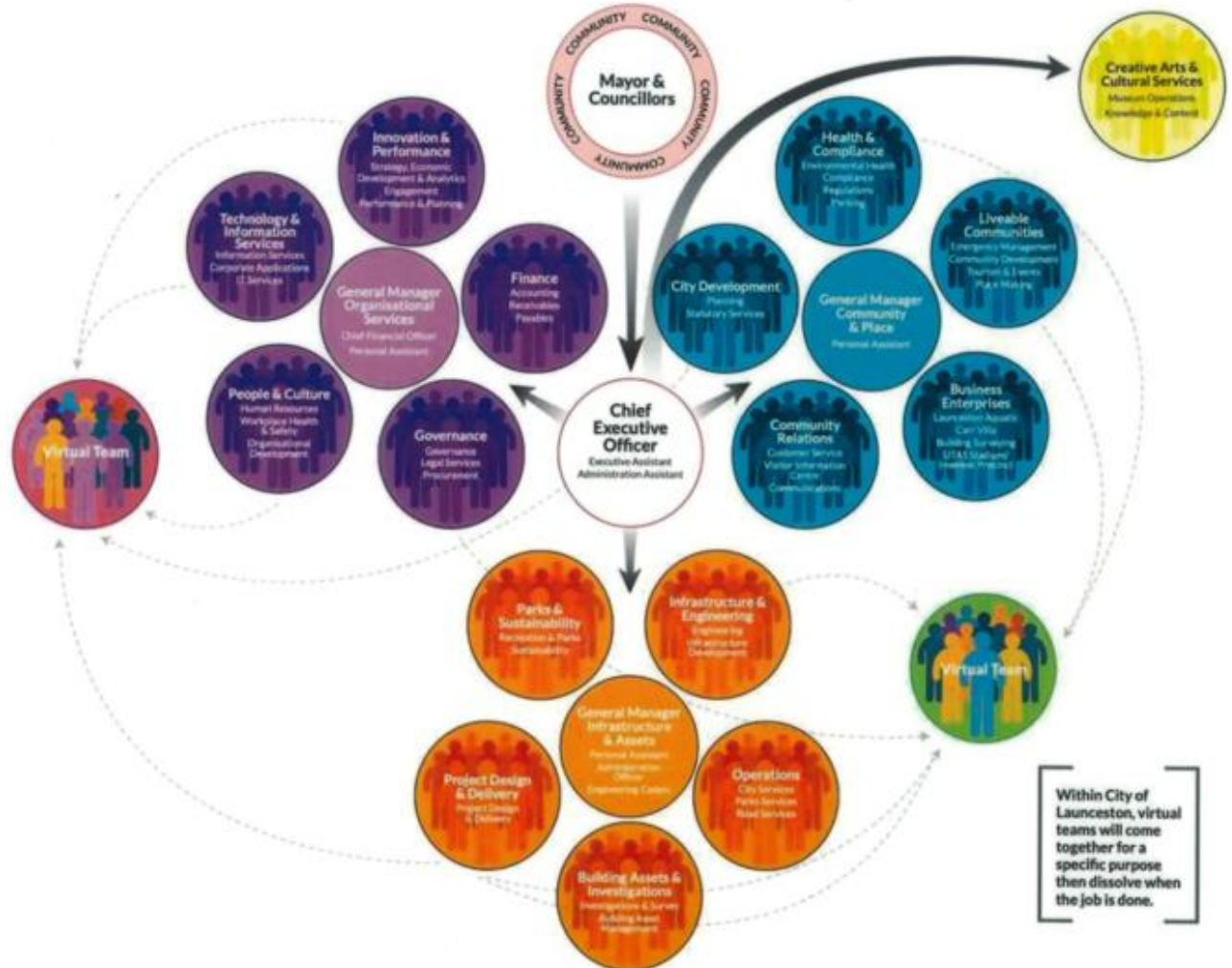
The City of Launceston is recognised as an Employer of Choice by the Tasmanian Government.

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



Within City of Launceston, virtual teams will come together for a specific purpose then dissolve when the job is done.

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	Workplace Project Officer
Employment terms	Permanent, Full-time
Working pattern	9 Day Fortnight
Total remuneration	\$93,282 - \$106,239* <i>*Total remuneration includes superannuation, as detailed below</i> Base salary \$80,939 - \$92,182
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:	POS1734
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POSITION TITLE:	Workplace Project Officer
AWARD CLASSIFICATION:	Grade 5
EMPLOYEE:	Vacant
TEAM:	Operations
NETWORK:	Infrastructure and Assets
REPORTS TO:	Manager Operations
PREPARED BY:	Leigh Handley and Roxanne Chugg
DATE:	July 2024

APPROVED BY:	
NAME:	Shane Eberhardt
POSITION:	General Manager Infrastructure and Assets
SIGNATURE:	Shane Eberhardt

POSITION PURPOSE (Why does this position exist)

This role supports the Manager Operations with the planning, development, promotion and implementation of initiatives, including the evaluation of initiatives, to ensure they are effective and continue to develop a positive and constructive culture that is aligned with Our Values within the Operations Team.

This role works closely with the Manager Operations and the Manager People and Culture to ensure the development and implementation of initiatives considers the needs of the Operations Leadership Team and our people and maintains consistency with wider organisation-wide strategies to achieve agreed outcomes.

It is expected that the role will significantly contribute to supporting the Operations Leadership Team to improve the workplace culture, employee engagement and social connection within Operations, freeing up the Manager Operations and Team Leaders to work on more strategic initiatives.

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		
Facilitation	<ul style="list-style-type: none"> • Develop and implement effective and efficient internal and external communication approaches to support the Operations Team Workforce Development Plan. • Provide support to the Operations Leadership Team and our people by developing, coordinating and implementing, initiatives to promote employee engagement and participation, and achieve measureable behavioural and social change. • Actively participate in and support implementation of new software as part of the Corporate Applications Project (CARP). • Work with Operations Leaders and employees to continually assess the effectiveness of initiatives within the Operations Workforce Development Plan to ensure they are having the desired effect. 	Consistent and reliable communication across the Operations Team resulting in our leaders and our people having information that is that is timely and relevant to their roles. Teams who are fully engaged in the development of our desired positive and constructive culture. Our employees are aware of and live Our Values as they go about their work Employees are engaged with the use of applications and have the capability to use technology to be engaged and do their work

Accountabilities	Activities/Tasks include:	Success looks like ...
	<ul style="list-style-type: none"> • Supporting teams within Operations to develop and implement improvements using Lean methodology. • Supporting Operations leaders with implementation of the City of Launceston Levels of Service project. • Support employees transitioning to retirement using agreed organisational approach. • Support the on-boarding and induction of new employees using agreed organisational approach to set them up for success in their role. • Enhance the development of Apprentices and their on-boarding, induction and on-going development experience. • Support leaders to identify training and development needs. 	<p>e.g. reduced use of paper-based forms and timesheets.</p> <p>Consistency in implementation of workplace initiatives across the Operations Team.</p> <p>Leaders and employees who are able to use Lean methodology to improve their daily work in a demonstrable manner.</p> <p>Effective and efficient implementation of new services levels across Operations. Employees engaged.</p> <p>Employees feeling that they are cared for and supported.</p> <p>A positive experience for new employees.</p> <p>A clearer understanding of CoL, our leaders, our teams, our services, our people, our plans.</p> <p>A positive experience for our Apprentices.</p> <p>Alignment to CoL approaches.</p> <p>Employees are appropriately qualified for the tasks they are undertaking and have pathways to enhance their competency level.</p>
Collaborating	<ul style="list-style-type: none"> • Explore opportunities that technological mobility provides and engage with the Operations Team regarding expected benefits. • Contribute to the broader implementation of priorities identified during organisational planning. 	<p>Consistency across teams within Operations.</p> <p>Efficiencies identified and delivered across the Operations Team.</p>
Coaching	<ul style="list-style-type: none"> • Supporting Operations leaders to plan and implement organisational approaches e.g. to facilitate annual PDD discussions, regular 1:1 check-ins between the 	<p>Employees having their annual PDD and regular 1:1 with their leader.</p>

Accountabilities	Activities/Tasks include:	Success looks like ...
	Operations Team leaders and their people and performance management.	
Support leaders to report all incidents, accidents and hazards using Incident Notification procedures	<ul style="list-style-type: none"> • Support leaders and our people to report incidents and hazards. • Participate with Operations Leaders in the investigation and analysis of incidents. • Support leaders and assist in team based risk assessments. • Support leaders in safety analysis of jobs and work site setups 	<p>Limit risk of injury to our people, other personnel and the general public.</p> <p>Limit risk of damage to City of Launceston assets/plant and equipment.</p> <p>Active participation in WHS initiatives.</p> <p>All incidents, accidents and hazards reported immediately through the required system.</p> <p>Leaders accountable for timely and thorough incident reporting and investigation.</p>
Municipal Emergency Management	Contribute to emergency management requirements as required, with a focus specifically on infrastructure related response.	Support in rapid response to mitigate and manage risks effectively
Work Safely with a Duty of Care for fellow employees and ensure procedural compliance	<p>Perform all work in a safe manner in accordance with the City of Launceston's Occupational Health and Safety Policy and Procedures</p> <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

If yes, include in Selection Criteria table below

SELECTION CRITERIA	
POSITION REQUIREMENTS/COMPETENCIES	
Organisational	
<ul style="list-style-type: none"> Community Focussed: considers community/customers in decision making Communicate and Engage: demonstrates self-awareness & encourages open discussions & contributions from others Create and Innovate: displays initiative & considers different ideas and perspectives Safety Focussed: takes responsibility for own and team's health, well-being and self-care 	
Position Specific	
<ul style="list-style-type: none"> Lead and Develop People: lead, coach and mentor people to work efficiently and effectively Inspire Direction and Purpose: generates support and commitment to organisational goals and plans Work Collaboratively: within own team and across Networks Project management: Ability to effectively and efficiently plan and facilitate the implementation of initiatives and communicate demonstrable outcomes Excellent communication skills: Ability to communicate effectively with a wide range of employees 	
QUALIFICATIONS AND EXPERIENCE	
<ul style="list-style-type: none"> Relevant tertiary qualification and/or demonstrable extensive experience in facilitation, project management, and cultural change. An understanding of Lean methodology and tools. Hold and maintain a car licence as a minimum requirement (<i>failure to retain licence may result in the termination of employment</i>). 	

REPORTING STRUCTURE	
Manager	Manager Operations
Direct Reports	N/A

KEY RELATIONSHIPS (External and Internal Customers, Supplier, Colleagues, etc)	
Internal	Nature of Relationships
Municipal Employee	Working with our people to implement initiatives.
Operations leaders	Working with leaders to coach and support them to lead their people in a way that is aligned with Our Values.
Manager People and Culture	Ensure alignment with organisational approaches to initiatives e.g. Cultural Roadmap, OCI action planning, PDD's, performance management etc.

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

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.

