

Employment Information Package

Executive Assistant

Position number: POS0070

Enquiries:

Name: ALI KEMP

Position: EXECUTIVE LEADER CONNECTIONS AND LIVEABILITY

Phone: 0419 794 384

Email: Ali.Kemp@launceston.tas.gov.au

Application closing date: 3.00PM, WEDNESDAY, 23 APRIL 2025

📍 Town Hall
18–28 St John Street
Launceston TAS 7250

✉️ PO Box 396
Launceston
TAS 7250

☎️ 03 6323 3000
@ contactus@launceston.tas.gov
🌐 launceston.tas.gov.au

 City of
LAUNCESTON

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Address applications to:

Senior Leader 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.



About the City of Launceston

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.

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.

Employee benefits offered by the City of Launceston include:

- 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 Leisure & Aquatic Centre.
- Discounts at the QVMAG 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.

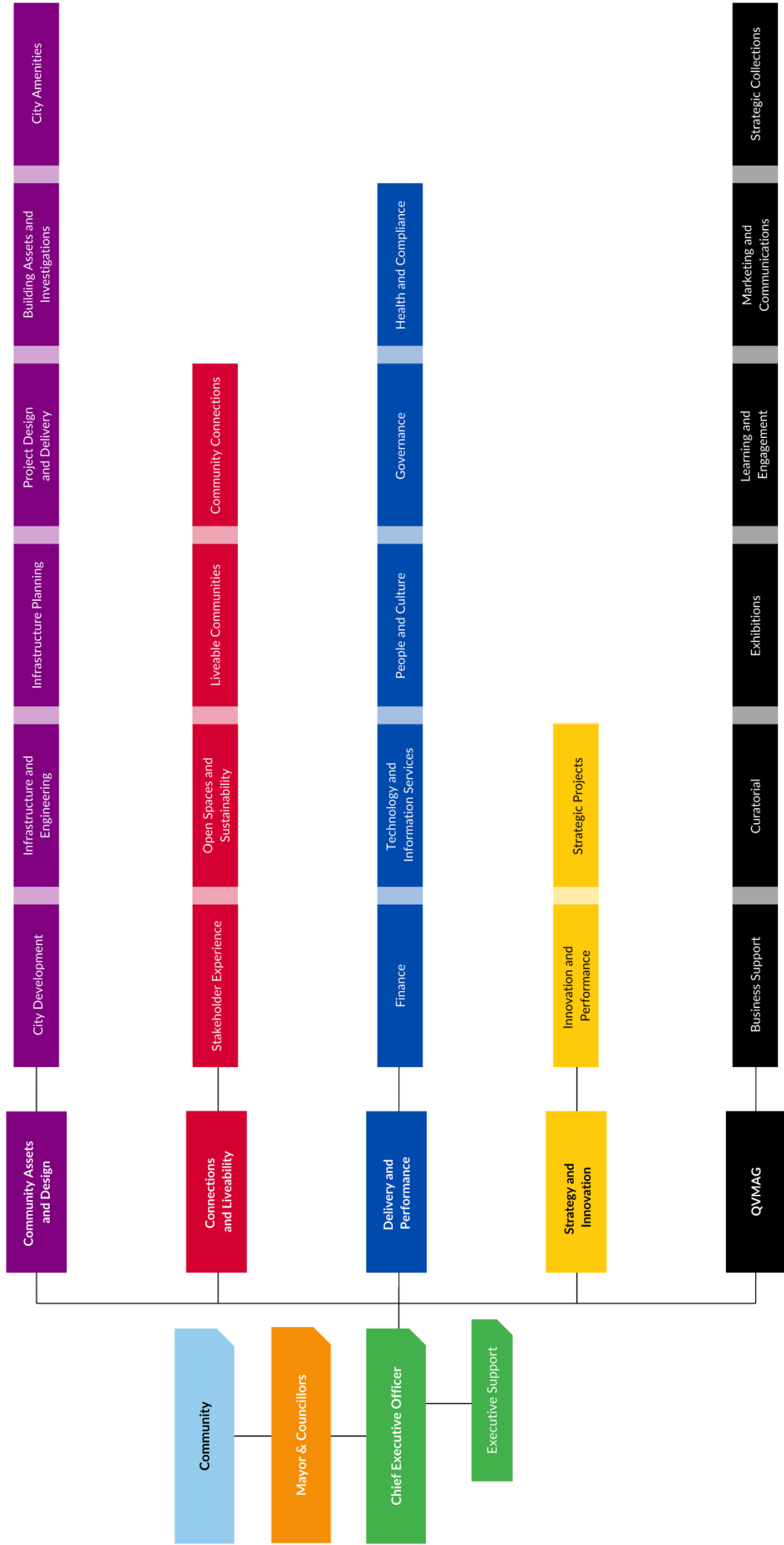


OUR VISION

Inspired people, working together to create the best outcomes for our community.

OUR PURPOSE

We are a progressive organisation, working with our community to create a positive future for Launceston.



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

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.

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.

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



General conditions of employment

Position title	Executive Assistant
Employment terms	Full Time
Working pattern	19-Day Month
Total remuneration	<p>\$93,282 - \$106,239**</p> <p><i>*Total remuneration includes superannuation, as detailed below</i></p> <p>Base salary \$80,939 - \$92,182</p>
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:	PF0	POS NUMBER:	POS0070
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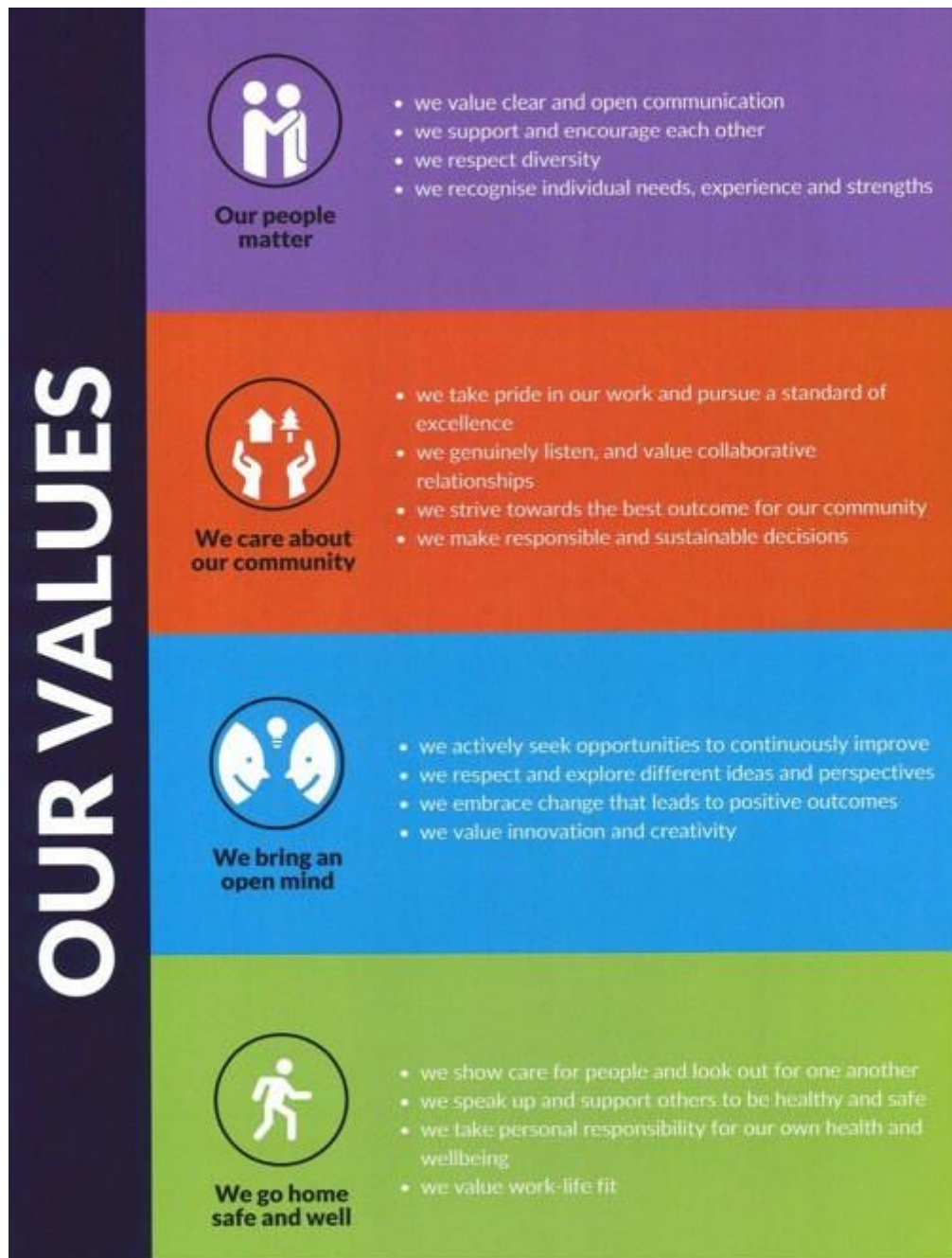
POSITION TITLE:	Executive Assistant
AWARD CLASSIFICATION:	Grade 5
EMPLOYEE:	Vacant
TEAM:	Connections and Liveability Management
REPORTS TO:	Executive Leader Connections and Liveability
PREPARED BY:	Ali Kemp
DATE:	December 2024

APPROVED BY:	
NAME:	Ali Kemp
POSITION:	Executive Leader Connections and Liveability
SIGNATURE:	

POSITION PURPOSE (Why does this position exist)

- Provide executive support to the Executive Leader in managing their time efficiently by providing confidential, efficient and reliable secretarial/administrative support.
- Undertake research and delivery of special projects at the direction of the Executive Leader.
- Undertake the management and coordination of the office of the Executive Leader and maintain a high degree of professionalism and integrity.
- Maintain a high degree of Local, State and Federal Government knowledge.
- Ensure the integrity of sensitive and confidential information is observed at all times.

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



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 with and an understanding of our organisational 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 that result in improvements to services and outcomes.
Technical		
Provide highly efficient organisational and administrative support to the Executive Leader.	<ul style="list-style-type: none"> • Maintain an administrative service capability within the office of the Executive Leader that ensures the provision of effective and efficient processes across all aspects of the Executive Leader's role consistent with best practice, legal requirements and organisation values, policies and procedures. • Manage the Executive Leader's diary, meeting schedules, travel arrangements and shared resources. • Organise meeting materials, documents and agendas for the Executive Leader. • Monitor the Executive Leader's ECM tasks and assist in updating the system with actions or referrals. • Internal meeting preparation including meeting venues, agendas, minute taking and minute report and minutes. • Monitor the Executive Leader's email inbox and assist in actioning and following up on tasks. • Organise and book travel, accommodation, attendance at events etc. • Manage enquiries, invitations and appointment requests and telephone calls. • Develop documents, presentations and correspondence as required. • Assist with organising the Quarterly Forums including any presentations, including slides by the Executive Leader. 	All tasks completed efficiently, within agreed time frames. High level of accuracy in all written tasks and correspondence. Efficient diary management including juggling competing priorities for meeting attendance. Ensure tasks are completed on time and managed with Senior Leaders through to completion.

Accountabilities	Activities/Tasks include:	Success looks like ...
	<ul style="list-style-type: none"> • Maintain an active knowledge of issues within Council and within Federal, State and Local Government generally. • Ensure comprehensive strategies and approaches are in place for effective and efficient communications to and between employees and external stakeholders. • Liaise with the Executive Leadership Team to ensure organisational goals are achieved and timelines are met. • Update and implement policies/procedures • Tactful communication regarding sensitive matters, as well as the use of persuasion and influence beyond simply conveying information • Managing the flow of tasks and directing relevant work to the Executive Leader 	
Undertake research and special projects.	<ul style="list-style-type: none"> • Timely provision of effective research - conduct, investigate and collate relevant data and information. • Completion, and reporting, of research, is delivered on time, to an appropriate standard, in a presentable format and accepted by the Executive Leader or Delegated Officer. • Specific projects, at the request of the Executive Leader, are coordinated, administered and delivered efficiently and to a high standard. • Research and report preparation with recommendations 	<p>Specific projects, at the request of the Executive Leader, are coordinated and delivered to a high standard independently.</p> <p>High level of accuracy in all tasks and correspondence.</p>
Customer Relations and stakeholder management	<ul style="list-style-type: none"> • Provision of excellent customer service to internal and external stakeholders, maintaining the high standards required of the City of Launceston, and in alignment with our organisational Values. 	<p>Agreed response to stakeholder requests.</p> <p>Complies and is perceived as fair and consistent and aligned with organisation's Values.</p>
Employee Engagement	<ul style="list-style-type: none"> • Develop a comprehensive working knowledge of the roles and responsibilities within Networks across the organisation. • Support other members of the Executive Leader's office as required. • Actively participate as a member of the Office of the Executive Leader. • Develop and maintain a positive and constructive working relationship with Councillors, the Executive Leader, Executive Leadership Team, our leaders, and employees. • Liaise with the Mayor, Executive Leadership Team, and all other EAs to enable efficient and effective communication and the achievements of the Executive Leader's desired outcomes. • Work closely and collaboratively with all Executive Assistants across City of Launceston. 	<p>Strong working relationships are developed and maintained with the Office of the Executive Leader.</p>
Continuous Improvement	<ul style="list-style-type: none"> • Develop a broad understanding of City of Launceston's management systems. • Review systems and processes of the Office of the Executive Leader and make recommendations to implement authorised changes that lead to improvement. • Recommend and implement changes to work arrangements 	<p>Sound knowledge of Council's management systems.</p>

Accountabilities	Activities/Tasks include:	Success looks like ...
	<ul style="list-style-type: none"> • Initiate and participating in process improvements within the team identifying opportunities for improvement • Leading the development and implementation of improvements 	
Confidentiality	<ul style="list-style-type: none"> • Integrity and confidentiality of all Council related activity and documentation is maintained at all times. 	All information is kept confidential, with no release outside of the Office of the Executive Leader.
Other	<ul style="list-style-type: none"> • Other duties as required including but not limited to: <ul style="list-style-type: none"> ○ Maintenance of the Office of the Executive Leader's Credit Card and Reconciliation, in accordance with Council Policy. ○ Maintenance of the personal debit card, which is used in accordance with Council Policy. ○ Purchase of gifts, cards, flowers etc as appropriate. ○ Stationery and catering arrangements as required. 	All tasks completed efficiently, within agreed time frames, and to the standard required and expected of the Executive Leader.
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>	
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.		

WORKING WITH VULNERABLE PEOPLE CHECK	
	Yes/No
Working with Vulnerable People Check required?	Yes
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"> Demonstrated comprehensive organisational, environmental and stakeholder awareness and understanding. Proven history of developing and maintaining effective internal and external relationships with people from a variety of government, commercial and community backgrounds. The need to be agile, and work in an environment that exudes high energy, but keep those around you grounded. Corporate writing and editing skills including the ability to draft letters, correspondence and briefs to a high standard Demonstrated ability to exercise initiative, judgement and discretion including the ability to persuade, influence, communicate and tactfully convey sensitive matters Ability to respond to multiple issues and requests and coordinate and organise activities at the same time. Excellent attention to detail and proven ability to ensure adherence to policies and procedures 	
QUALIFICATIONS AND EXPERIENCE	
<ul style="list-style-type: none"> Minimum diploma level tertiary qualification in Business Administration and/or minimum 5 years' experience in a similar role. Competent in using Microsoft Suite and capable of learning and effectively utilising Corporate Applications. Fast and accurate keyboard skills with the ability to touch type - (80wpm minimum). 	

REPORTING STRUCTURE	
Manager	Executive Leader Community Assets & Design
Direct Reports	Nil

KEY RELATIONSHIPS (External and Internal Customers, Supplier, Colleagues, etc)	
Internal	Nature of Relationships
Mayor and Councillors	Liaison on behalf of Executive Leader
Executive Leadership Team and Executive Assistants	Liaison on behalf of Executive Leader
All other Staff	Working relationship
External	Nature of Relationships
Residents and ratepayers of the City of Launceston	Liaison on behalf of Executive Leader
Businesses, stakeholder groups, politicians and State Government Agencies	Liaison on behalf of Executive Leader

DELEGATIONS & AUTHORISATIONS (Local Government Act, By-Laws etc)	
Purchasing Approvals	Limit \$5000

Confidentiality

Employees 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

Expectations of a City of Launceston employee:

- 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.

