

# Employment Information Package



## Coordinator Asset Maintenance

**Position number:** POS0094

**Enquiries:**

**Name:** Nigel Freestone

**Position:** Team Leader Asset Investigations

**Phone:** 03 6323 3231

**Email:** Nigel.Freestone@launceston.tas.gov.au

**Application closing date:** 3.00PM, THURSDAY, 13 FEBRUARY 2025



City of  
**LAUNCESTON**

Town Hall, 18-28 St John Street Launceston

T 03 6323 3000

E [contactus@launceston.tas.gov.au](mailto:contactus@launceston.tas.gov.au)

[www.launceston.tas.gov.au](http://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](mailto: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

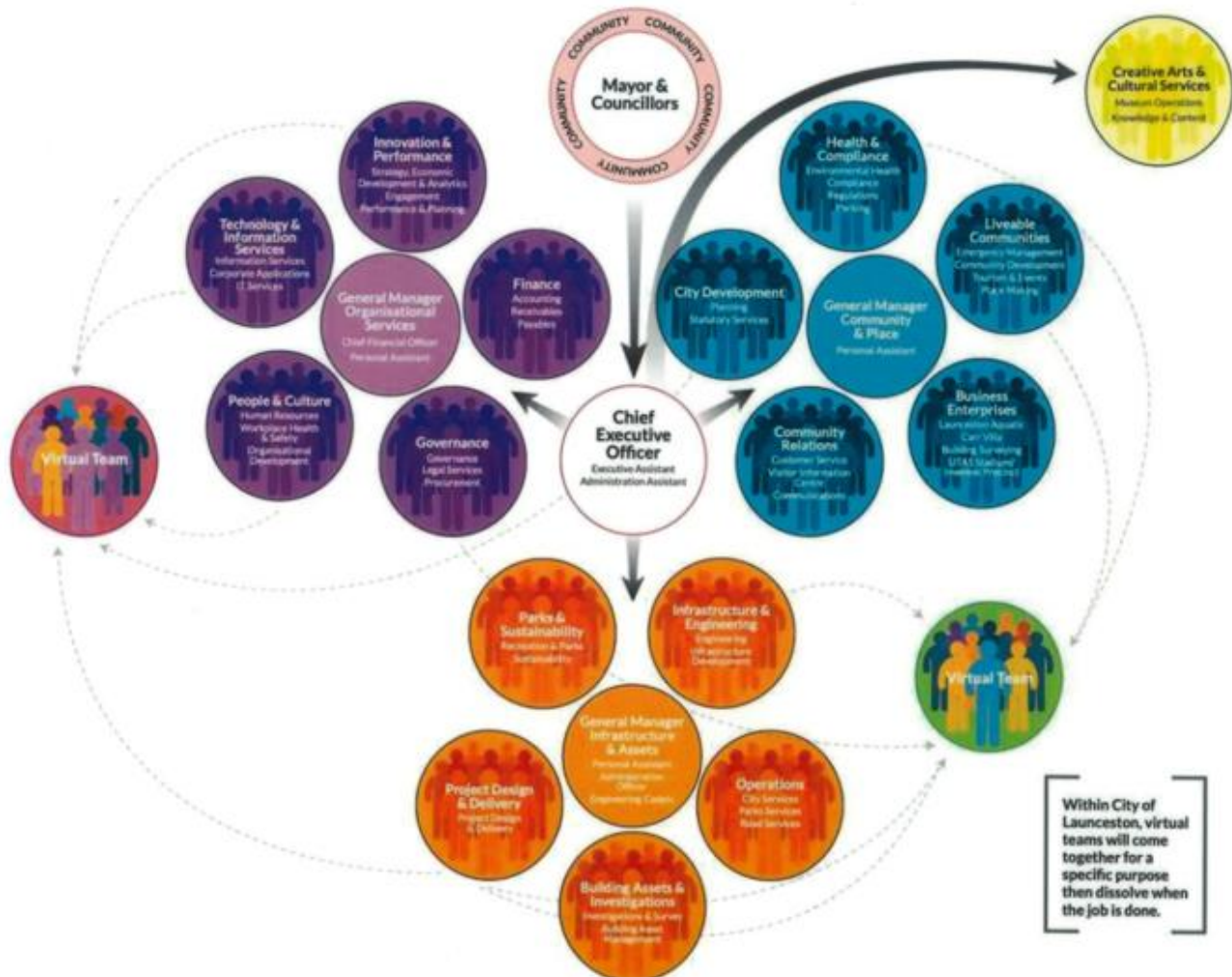
The City of Launceston is recognised as an Employer of Choice by the Tasmanian Government.

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](mailto: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

<b>Position title</b>	Coordinator Asset Maintenance
<b>Employment terms</b>	Permanent, Full-Time
<b>Working pattern</b>	9-day fortnight
<b>Total remuneration</b>	\$93,282 - \$106,239* <i>*Total remuneration includes superannuation, as detailed below</i>
	<b>Base salary</b> \$80,939 - \$92,182
<b>Superannuation</b>	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 - Coordinator

PF NUMBER:		POS NUMBER:	POS0094
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POSITION TITLE:	Coordinator Asset Maintenance
AWARD CLASSIFICATION:	Grade 5
EMPLOYEE:	Vacant
TEAM:	Building Assets and Investigations
REPORTS TO:	Team Leader Asset Investigations
PREPARED BY:	Nigel Freestone
DATE:	February 2025

APPROVED BY:	
NAME:	
POSITION:	General Manager Community Assets and Design
SIGNATURE:	

POSITION PURPOSE (Why does this position exist)
<ul style="list-style-type: none"><li>• Provide skilled services relevant to the maintenance, renewal and upgrade of Council Building Assets and related infrastructure</li><li>• Provide technical and qualified advice when requested on building related matters</li><li>• Project manage operational and minor capital works</li><li>• Lead and develop the Asset Maintenance Team</li><li>• Ensure tasks are allocated to team members and are executed to a high standard and in accordance with relevant legislation, Australian Standards and service levels</li></ul>

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

# 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/ Major Duties	Activities/Tasks include:	Success looks like ...
<b>Leadership</b>		
City of Launceston's Values	Behave in a way that supports the City of Launceston's values. <ul style="list-style-type: none"> <li>• Our people matter</li> <li>• We care about our community</li> <li>• We bring an open mind</li> <li>• We go home safe and well</li> </ul>	Demonstrates, through behaviour, an alignment to and an understanding of Our Values.
People Leadership	Engage and motivate employees, develop capability and potential in others and role model a safe and constructive culture, in line with Our Values.  Communicate organisational goals, priorities and vision and recognise achievements.  Communicate clearly and respectfully, listen and encourage input from others.  Create an environment where our workforce adapts and responds to changing needs.  Achieve results through efficient use of resources and a commitment to quality outcomes	The work required of your team is clearly explained and understood.  Team members feel supported though times of change.  Regular, clear and constructive two-way feedback is provided and received.  A supportive and well-performing team environment is maintained.
Resource Management - financial, equipment, technology	Manage budget and procurement processes within authorisations and policy requirements and demonstrate financial responsibility.  Use, allocate and maintain plant and equipment appropriately.  Use technology and information to maximise efficiency and effectiveness.	Plant and equipment is fit for purpose.  Team members are appropriately trained to utilise plant & equipment safely.  New and existing technologies are utilised effectively.
Service Planning & Delivery	Plan and prioritise work in line with organisational goals and adjust to changing priorities.  Think, analyse and consider the broader context to develop practical solutions to solve problems.  Encourage and suggest new ideas and demonstrate commitment to continuous improvement.  Achieve results through efficient use of resources and a commitment to quality outcomes.	The team is clear on their priorities.  Work practices are continually reviewed and improved.  Outcomes are reviewed, with successes recognised and mistakes becoming a learning opportunity.  Customers are responded to and feedback is sought.

Accountabilities/ Major Duties	Activities/Tasks include:	Success looks like ...
	Commit to delivering community focused services in line with strategic goals.	
Safety & Risk Management	<p>Ensure safety and risk management practices form part of all work activities.</p> <p>Ensure the Safety Circle learnings are practiced and encouraged.</p>	<p>Safety and risk considerations are reflected in work activities.</p> <p>Safety is discussed at toolbox/team meetings.</p>
Collaborate	<p>Work collaboratively within your team and across other teams.</p> <p>Support delivery of the Team's strategic and annual plan actions.</p> <p>Work with other teams as relevant to technical role accountabilities.</p>	<p>Team meetings that encourage input from team members.</p> <p>Collaborative opportunities are sought across the organisation.</p>
Innovation	Encourage and be proactive in developing a culture of introducing new and improved work practices and projects within your team and other teams.	Improved work practices and projects.
<b>Technical</b>		
Maintenance Services & Operational Tasks	<ul style="list-style-type: none"> <li>• Supervise and co-ordinate cost-effective maintenance works for Council's buildings and facilities, including work performed by Council staff and contractors to ensure achievement of desired outcomes</li> <li>• Oversee the allocation, scheduling and completion of work orders and inspection audits that are the responsibility of the team.</li> <li>• Engage and supervise contractors to complete building maintenance activities.</li> <li>• Monitor costs and budget allocations for maintenance works</li> <li>• Respond to and effectively prioritise reactive maintenance requests and maintenance issues</li> <li>• Ensure all works are performed in accordance with the requirements of the relevant legislation, Australian Standards and service levels</li> </ul>	<p>Customers' needs are identified, and their expectations are well managed</p> <p>Minimal disruption to stakeholders occurs</p> <p>Team members effectively complete preventative and scheduled inspections relevant to their role</p> <p>Works are completed on time and to budget</p> <p>Sound judgement is used to prioritise works and reduce risks</p> <p>All works are deemed to be compliant with the legislation</p>
Project Delivery	<ul style="list-style-type: none"> <li>• Management and delivery of operational and minor projects.</li> </ul>	Projects are delivered on time and within budget.



Accountabilities/ Major Duties	Activities/Tasks include:	Success looks like ...
	<ul style="list-style-type: none"> <li>• Assist in the scoping, planning, management and delivery of operational and minor projects.</li> <li>• Apply the correct procurement policies and procedures.</li> <li>• Assist the Team Leader and Manager with the identification and investigation of future projects.</li> <li>• Provide quotations to asset managers for projects and works.</li> </ul>	<p>Suitable project management processes are implemented.</p> <p>The lifecycle of the asset is managed appropriately with renewals and upgrades appropriately forecasted in the SAMP.</p> <p>Ensure the team performs cost effective options the organisation</p>
Asset Management	<ul style="list-style-type: none"> <li>• Contribute to the scheduling of maintenance activities</li> <li>• Ensure relevant data and information for asset management is captured correctly</li> <li>• Understand and contribute to the development of asset service levels</li> <li>• Contribute to the teams asset management plans and strategic documents</li> <li>• Ensure all activities and management of assets comply with statutory and legislative requirements</li> <li>• Contribute to the development and implementation of building maintenance plans and schedules</li> </ul>	<p>Asset registers are relevant and up to date</p> <p>The reportable performance of the assets are easily achievable and accurate</p> <p>The ability to predict and track operational requirements is efficient an effective with a high degree of confidence.</p> <p>Accurate documentation for asset users and contractors is readily available.</p>
Customer requests and complaints	<ul style="list-style-type: none"> <li>• Resolve complex customer complaints to provide suitable solutions.</li> <li>• Provide technical advice and solutions where appropriate to customers.</li> <li>• Support customers in understanding the possibilities and limitations of the infrastructure.</li> <li>• Support team members to appropriately manage and close out customer requests and complaints to prevent escalation.</li> </ul>	<p>Customer requests are actioned and completed within agreed timeframes.</p> <p>Customers are proactively kept informed of the status of their request.</p> <p>Decisions are clear and transparent and communicated effectively to the customer.</p> <p>An excellent level of customer service is achieved</p>
Contractor Management	<ul style="list-style-type: none"> <li>• Oversee the engagement, coordination and where necessary supervise contractors in the execution of allocated works.</li> </ul>	<p>Work sites remain safe for employees, the community and contractors.</p>

Accountabilities/ Major Duties	Activities/Tasks include:	Success looks like ...
	<ul style="list-style-type: none"> <li>Complete contractor inductions and audits.</li> <li>Ensure WH&amp;S risks are managed appropriately as determined by the Organisation.</li> </ul>	<p>Identified risks are managed appropriately.</p> <p>Contracts meet identified service levels and customer needs.</p>
Emergency Response	<ul style="list-style-type: none"> <li>Assist as part of the Emergency Management Team in emergency events (e.g. preparing and deploying signage and barriers).</li> </ul>	Operational support as required.
Administrative and Other Duties	<ul style="list-style-type: none"> <li>Ensure purchase orders, work orders and works associated with operational tasks are completed.</li> <li>Provide back-up assistance to the Team for responding to day-to-day general enquiries.</li> </ul>	<p>There is no back log of outstanding work orders.</p> <p>The appropriate level of customer service is maintained.</p>
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 WHS 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 &amp; Safety Act 2012)</p>	
<p><b>Note:</b> Whilst the key functions and responsibilities for the role are set out above, an employee may be directed 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	
<b>Organisational</b>	
<ul style="list-style-type: none"> <li>Community Focussed: considers community/customers in decision making</li> </ul>	
<ul style="list-style-type: none"> <li>Communicate and Engage: demonstrates self-awareness &amp; encourages open discussions &amp; contributions from others</li> </ul>	
<ul style="list-style-type: none"> <li>Create and Innovate: displays initiative &amp; considers different ideas and perspectives</li> </ul>	
<ul style="list-style-type: none"> <li>Safety Focussed: takes responsibility for own and team's health, well-being and self-care</li> </ul>	
<b>Position Specific</b>	
<ul style="list-style-type: none"> <li>Lead &amp; Develop People: direct, coach and mentor people to work efficiently and harmoniously</li> </ul>	
<ul style="list-style-type: none"> <li>Financial Management: ensures team understands the impact of financial decisions and responsibilities</li> </ul>	
<ul style="list-style-type: none"> <li>Inspire Direction &amp; Purpose: generates support and commitment to team and organisational goals</li> </ul>	
<ul style="list-style-type: none"> <li>Work Collaboratively: works collaboratively within own team and across Networks</li> </ul>	
<ul style="list-style-type: none"> <li>Experience supervising teams and contractors</li> </ul>	
<ul style="list-style-type: none"> <li>Ability to interpret and apply relevant legislation, ensuring executed works are compliant</li> </ul>	
<ul style="list-style-type: none"> <li>Demonstrate risk awareness and follow safe work practices</li> </ul>	
<ul style="list-style-type: none"> <li>Experience in building asset management, demonstrating an understanding of the importance of service levels and service level agreements</li> </ul>	
QUALIFICATIONS AND EXPERIENCE	
<ul style="list-style-type: none"> <li>Relevant experience in commercial building maintenance (minimum 3 years)</li> </ul>	
<ul style="list-style-type: none"> <li>Construction industry white card</li> </ul>	
<ul style="list-style-type: none"> <li>Working at heights and required plant operation</li> </ul>	
<ul style="list-style-type: none"> <li>Strong customer service ethic with the ability to build rapport with stakeholders</li> </ul>	
<ul style="list-style-type: none"> <li>Diploma level (or higher) qualification in project management or similar discipline (desirable)</li> </ul>	

REPORTING STRUCTURE	
<b>Leader</b>	<b>Team Leader Asset Investigations</b>
<b>Direct Reports</b>	<b>2</b>

KEY RELATIONSHIPS (External and Internal Customers, Supplier, Colleagues, etc)	
<b>Internal</b>	<b>Nature of Relationships</b>
Team Leader Building Asset Management	Cross collaborate on planning and delivery
Coordinator Asset Investigations	Cross collaborate on planning and delivery
Asset Managers	Receive direction and guidance, provide information and advice
Customers (internal)	Provide technical advice, support and assistance
<b>External</b>	<b>Nature of Relationships</b>
Customers (external)	Provide technical advice, support and assistance
Contractors	Provide project and task briefings, liaise and audit work, site supervision

<b>DELEGATIONS &amp; AUTHORISATIONS</b> (Local Government Act, By-Laws etc)	
Purchasing Approvals	Limit \$20,000

### 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 current Enterprise Agreement.

<b>OTHER RELEVANT INFORMATION</b>
Expectations of a Coordinator: <ul style="list-style-type: none"><li>• Develops self-care plans to enhance their own health and well-being, manage stress and maintain professionalism;</li><li>• Seeks and accepts challenging assignments and other development opportunities;</li><li>• Seeks feedback broadly and asks others for help with own development areas;</li><li>• Translates feedback into an opportunity to develop;</li><li>• Demonstrates relevant leadership capabilities; and</li><li>• Actively participates in development opportunities.</li></ul>

