

# Employment Information Package



## ASSET MAINTENANCE OFFICER

Position number: POS0095

Enquiries: POS0095

**Name:** NIGEL FREESTONE

**Position:** TEAM LEADER ASSET INVESTIGATIONS

**Phone:** 03 6323 3231

**Email:** [nigel.freestone@launceston.tas.gov.au](mailto:nigel.freestone@launceston.tas.gov.au)

**Application closing date:** 3:00PM, SUNDAY, 25 AUGUST 2024



City of  
**LAUNCESTON**

Town Hall, 18 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)

# Contents

Introduction	3
City of Launceston Organisational Directory	4
Organisational Values	5
Information for Applicants	6
Recruitment Steps	7
General Conditions of Employment	8
Position Description	9



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.**

The City of Launceston municipal area covers an area of 1,405 square kilometres with a population of around 67,000 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.

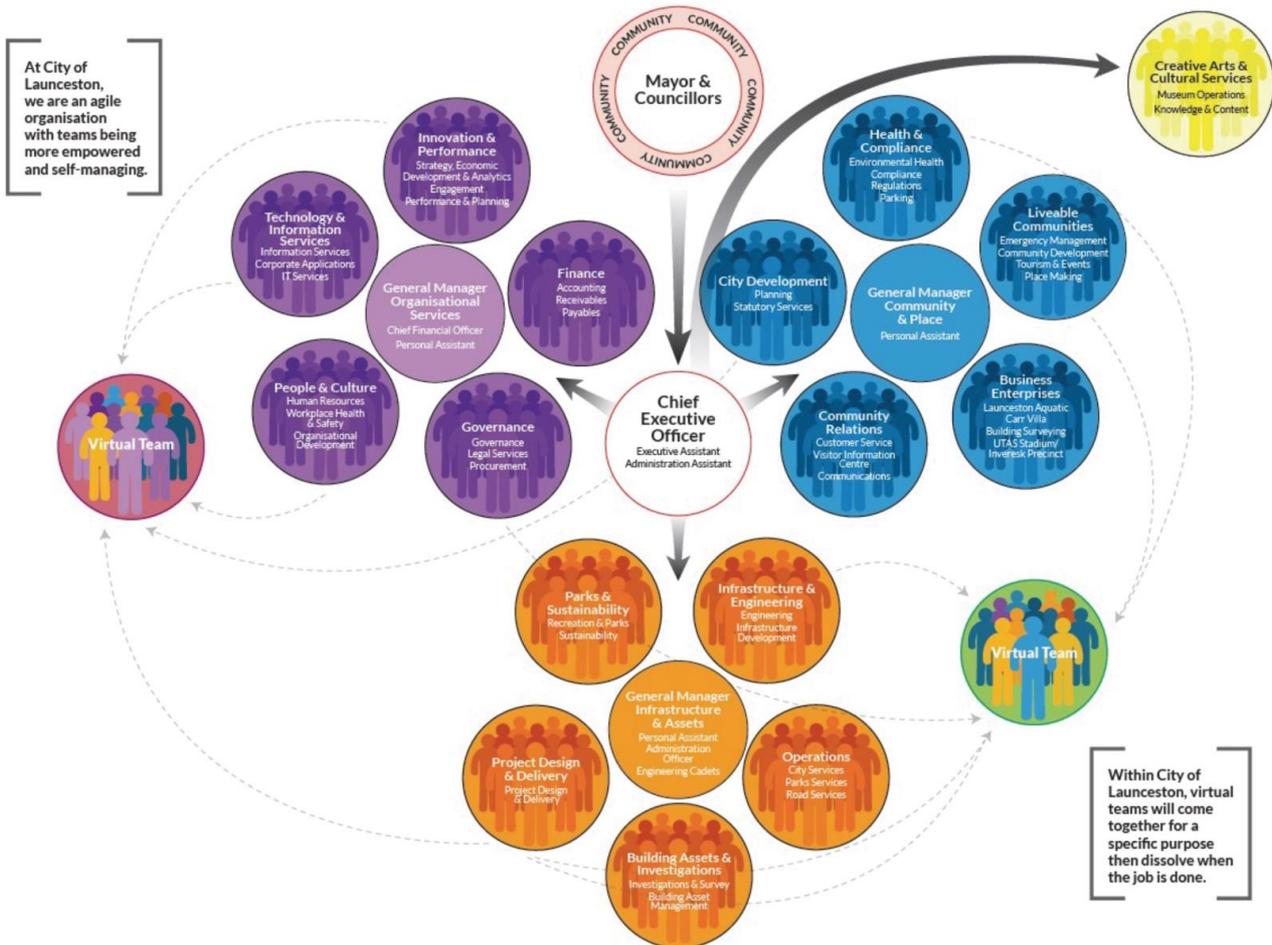
Click [here](#) to view City of Launceston's strategic and annual reporting.

# 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.



# 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.

# 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	<b>Asset Maintenance Officer</b>
Employment terms	Permanent Full Time
Working pattern	9 Day Fortnight
Total remuneration	\$76,513 - \$83,497
	<b>Base salary</b> \$66,389 - \$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 10 years continuous service.

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

# Position Description

<b>PF NUMBER:</b>	<b>PF0</b>	<b>POS NUMBER:</b>	<b>POS0095</b>
-------------------	------------	--------------------	----------------

<b>POSITION TITLE:</b>	<b>Asset Maintenance Officer</b>
<b>AWARD CLASSIFICATION:</b>	<b>Grade 3</b>
<b>EMPLOYEE:</b>	<b>Vacant</b>
<b>TEAM:</b>	<b>Building Assets and Investigations</b>
<b>NETWORK:</b>	<b>Infrastructure Assets</b>
<b>REPORTS TO:</b>	<b>Team Leader Asset Investigations</b>
<b>PREPARED BY:</b>	<b>Nigel Freestone</b>
<b>DATE:</b>	<b>March 2024</b>

<b>APPROVED BY:</b>	
<b>NAME:</b>	<b>Michael Newby</b>
<b>POSITION:</b>	<b>Acting General Manager Infrastructure and Assets</b>
<b>SIGNATURE:</b>	

## **POSITION PURPOSE (Why does this position exist)**

- Provide general maintenance services to support Council building assets being safe and fit for purpose.
- Provide additional support to Teams and Networks in the execution of select projects and programs.
- Provide technical advice on building related matters.
- Provide support to asset managers to adequately manage reactive, preventative and programmed maintenance of building assets.
- Inspect, assess and report on the condition of Council building assets within the Infrastructure and Assets Network.
- Manage the delivery of minor renewal and upgrade capital and operational projects.
- Ensure tasks are executed to a high standard and in accordance with relevant legislation, Australian Standards and service levels

**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 ...
<b>General</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
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.
<b>Technical</b>		
Maintenance Services	<ul style="list-style-type: none"> <li>• Provide maintenance services for Council's building assets in accordance with the team members level of ability and qualifications</li> <li>• Provide maintenance services for other infrastructure assets when required, in accordance with the team members level of ability and qualifications</li> <li>• Execute allocated work order and inspection audits in accordance with the team members level of ability and qualifications</li> <li>• Respond to and effectively prioritise reactive maintenance requests and maintenance issues</li> </ul>	Councils building assets are safe and fit for purpose  Customers' needs are identified and their expectations are well managed  Minimal disruption to stakeholders occurs  Team members effectively complete preventative and scheduled inspections relevant to their role  Works are completed on time and to budget

<b>Accountabilities</b>	<b>Activities/Tasks include:</b>	<b>Success looks like ...</b>
	<ul style="list-style-type: none"> <li>• Ensure all works are performed in accordance with the requirements of the relevant legislation, Australian Standards and service levels</li> </ul>	<p>Sound judgement is used to prioritise works and reduce risks</p> <p>All works are deemed to be compliant with the legislation</p>
Asset Inspections and Audits	<ul style="list-style-type: none"> <li>• Undertake scheduled condition audits across the building asset class.</li> <li>• Respond to reactive maintenance requests and maintenance issues resulting from audits.</li> <li>• Contribute to the development of asset management and maintenance plans.</li> </ul>	<p>Inspections are undertaken within specified time frame and in accordance to relevant legislative and Australian Standards.</p> <p>Identified defects are actioned appropriately.</p> <p>Identified defects are actioned appropriately.</p>
Project Delivery	<ul style="list-style-type: none"> <li>• 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> </ul>	<p>Projects are delivered on time and within budget.</p> <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>
Customer enquiries and complaints	<ul style="list-style-type: none"> <li>• Undertake the investigation of 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> </ul>	<p>Customer requests and work orders 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>

Accountabilities	Activities/Tasks include:	Success looks like ...
Contractor Management	<ul style="list-style-type: none"> <li>• Engage, coordinate and where necessary supervise contractors in the execution of allocated works.</li> <li>• Complete contractor inductions and audits.</li> <li>• Ensure WH&amp;S risks are managed appropriately as determined by the Organisation.</li> </ul>	<p>Work sites remain safe for employees, the community and contractors.</p> <p>Identified risks are managed appropriately.</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 capitalisation and operational tasks are completed.</li> <li>• Provide back-up assistance to the Team for responding to day-to-day general enquiries.</li> <li>• Provide support in building access, key systems and CCTV.</li> </ul>	<p>There is no back log of outstanding purchase 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 Occupational Health and Safety Policy and Procedures</p> <p>While at work, a worker must –</p> <ul style="list-style-type: none"> <li>(a) take reasonable care for his or her own health and safety; and</li> <li>(b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and</li> <li>(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</li> <li>(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.</li> </ul> <p>(Section 28 Work Health &amp; 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.

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

<b>SELECTION CRITERIA</b>	
<b>POSITION REQUIREMENTS/COMPETENCIES</b>	
<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>Relevant experience in commercial building maintenance (minimum 3 years)</li> </ul>	
<ul style="list-style-type: none"> <li>Work unsupervised and as part of small team</li> </ul>	
<ul style="list-style-type: none"> <li>Possession and retention of current C class drivers licence</li> </ul>	
<b>QUALIFICATIONS AND EXPERIENCE</b>	
<ul style="list-style-type: none"> <li>Construction Industry White Card</li> </ul>	
<ul style="list-style-type: none"> <li>Elevated Work Platform</li> </ul>	
<ul style="list-style-type: none"> <li>Working at heights</li> </ul>	
<ul style="list-style-type: none"> <li>Traffic management</li> </ul>	
<ul style="list-style-type: none"> <li>Project and contractor management</li> </ul>	
<ul style="list-style-type: none"> <li>Excellent communication skills</li> </ul>	
<ul style="list-style-type: none"> <li>Excellent time management and strong problem solving skills</li> </ul>	
<ul style="list-style-type: none"> <li>Strong customer service ethic with the ability to build rapport with stakeholders</li> </ul>	

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

<b>KEY RELATIONSHIPS (External and Internal Customers, Supplier, Colleagues, etc.)</b>	
<b>Internal</b>	<b>Nature of Relationships</b>
Team Leader Asset Investigations	Receive direction and guidance, provide information
Team Leader Building Asset Management	Receive direction and guidance, provide information
Coordinators Building Assets and Investigations Team	Receive direction and guidance, provide information
Asset Investigation Officers	Cross collaborate
<b>External</b>	<b>Nature of Relationships</b>

Customer and the Community	Provide support and assistance within scope of role
Contractors	Provide project and task briefings, liaise and audit work, site supervision

<b>DELEGATIONS &amp; AUTHORISATIONS (Local Government Act, By-Laws etc.)</b>	
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.

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

