

# Employment Information Package

## Civic Affairs Attendant

**Position number: POS0513**

**Enquiries:**

**Name:** Alison Flood

**Position:** Executive Assistant - Mayor

**Phone:** 03 6323 3101

**Email:** Alison.Flood@launceston.tas.gov.au

**Application closing date: 3.00PM, WEDNESDAY, 19 MARCH 2025**

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

✉️ PO Box 396  
Launceston  
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 City of  
**LAUNCESTON**



# Contents

|   |   |
|---|---|
| About the City of Launceston              | 3 |
| City of Launceston Organisation Structure | 4 |
| Organisational Values                     | 5 |
| Information for Applicants                | 6 |
| Recruitment Steps                         | 7 |
| General Conditions of Employment          | 8 |
| Position Description                      | 9 |

**Address applications to:**

Senior Leader 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.





# 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.

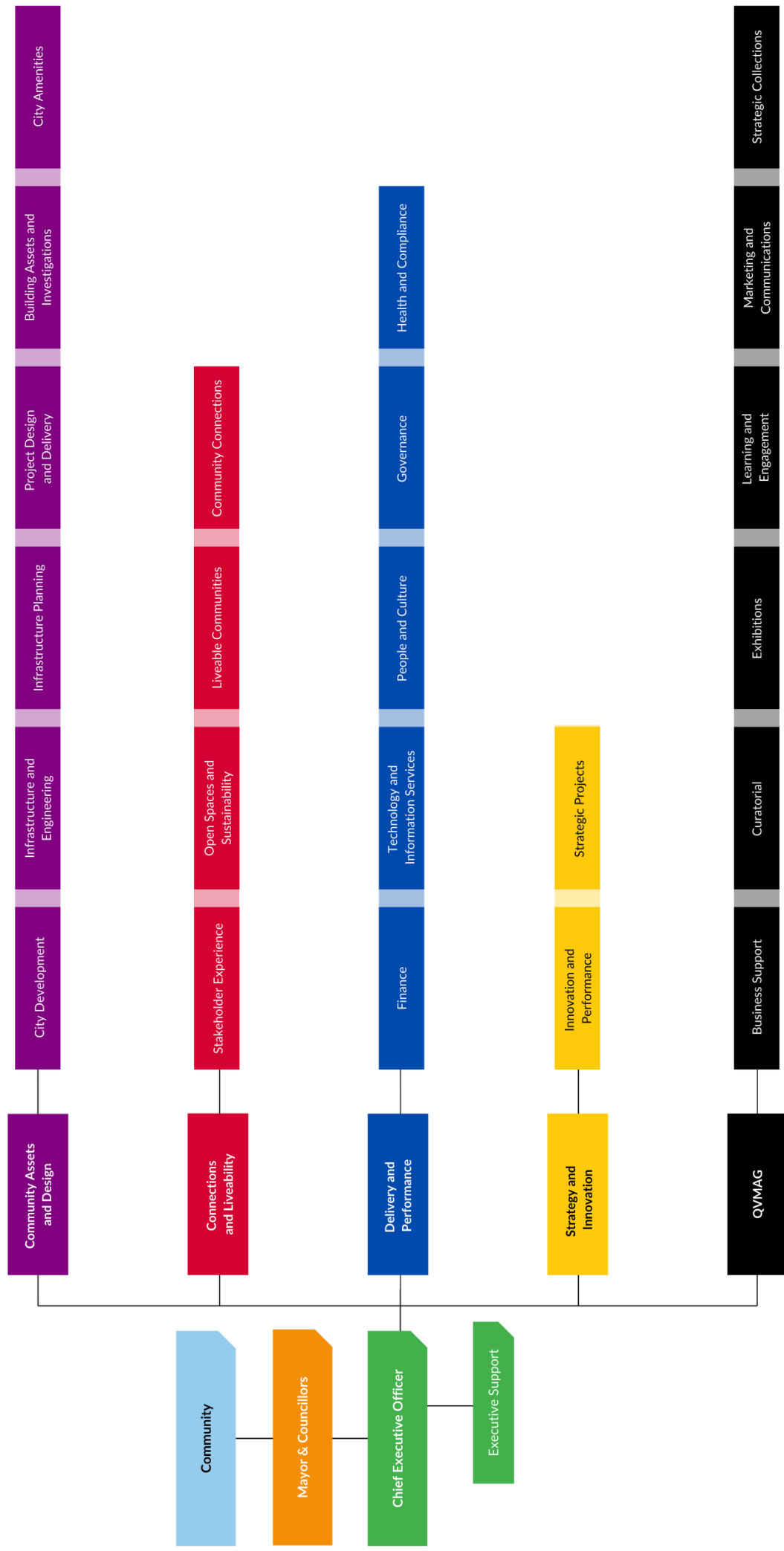


## OUR VISION

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](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.**

**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

|                           |  |
|---------------------------|--|
| <b>Position title</b>     | Civic Affairs Attendant  |
| <b>Employment terms</b>   | Casual   |
| <b>Working pattern</b>    | Casual<br>*Please note that availability on Thursday is essential. |
| <b>Total remuneration</b> | \$39.6169 casual hourly rate (includes 25% casual loading)         |
| <b>Superannuation</b>     | Employer contribution of 12.25%                                    |

- **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: | PF | POS NUMBER: | POS0513 |
|------------|----|-------------|---------|

|                       |                               |
|-----------------------|-------------------------------|
| POSITION TITLE:       | Civic Affairs Attendant       |
| AWARD CLASSIFICATION: | Grade 1 - 6                   |
| EMPLOYEE:             | Vacant                        |
| TEAM:                 | Office of the CEO             |
| REPORTS TO:           | Team Leader Executive Support |
| PREPARED BY:          | Alison Flood                  |
| DATE:                 | February 2025                 |

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

|   |
|---|
| <b>POSITION PURPOSE (Why does this position exist)</b>  |
| To provide set up and delivery of catering for Council civic events including Mayoral Receptions, ANZAC Day, Military Days, Citizenship Ceremonies plus Council Meetings and Workshops, and assist with administrative duties in relation to Civic Affairs on a casual basis.<br><br>Available to assist other teams with meeting set up and tea/coffee requirements with notice. |

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                           | 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 other teams.<br>Support delivery of the Team's strategic and annual plan actions.<br><br>Work with other teams as relevant to technical role accountabilities.   | Actively participating in team meetings/tool box meetings, by offering ideas and suggestions and providing feedback<br>Collaborative opportunities are sought across teams |
| 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>                           |   |  |
| Council Meetings                           | Set up and clean up Chambers for Council Meetings, including appropriate disposal of confidential notes.<br>Oversee the delivery of lunch   | Tasks are completed accurately and on time   |
| Council Workshops                          | Set up Committee Room or other room<br>Oversee the delivery of morning tea and lunch  |  |
| Civic Receptions                           | Set up Reception Room (or outside venue) and bar for staff to prepare beverages<br>Service of food and beverages<br>Clean up after Reception<br>Assist with welcoming guests as requested   | Tasks are completed accurately and on time<br><br>Guests or Conferees and their guests are welcomed  |
| Citizenship Ceremonies                     | Assist with: <ul style="list-style-type: none"> <li>• set up of venue for catering</li> <li>• meet and greeting of Conferees and guests including preparation of Conferee packs the day before</li> <li>• serving and clean up of catering if offered</li> <li>• pack up</li> </ul> | Awareness of stock control<br><br>Proactive in keeping necessary items available   |
| ANZAC Day                                  | Assist with: <ul style="list-style-type: none"> <li>• set up of venue</li> <li>• ushering</li> </ul>  | Assistance provided  |
| Civic Affairs administrative support       | Provide basic general administrative support to the Civic Affairs Department on a casual and mutual agreement basis   | Support provided   |
| Work Safely with a Duty of Care for fellow | Perform all work in a safe manner in accordance with the City of Launceston's WHS Policy and Procedures   |  |



| Accountabilities  | Activities/Tasks include:  | Success looks like ... |
|---|--|------------------------|
| employees and ensure procedural compliance  | <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, 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?           | Yes    |
| <i>If yes, include in Selection Criteria table below</i> |        |

#### SELECTION CRITERIA

##### POSITION REQUIREMENTS/COMPETENCIES

##### Organisational

- 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

- Good communication skills - ability to make people feel welcome
- Ability to exercise initiative, judgement and discretion
- Working with Vulnerable People Check

##### QUALIFICATIONS AND EXPERIENCE

- Demonstrated experience in hospitality, particularly in food and beverage service
- Responsible Service of Alcohol (RSA) certificate

#### REPORTING STRUCTURE

|        |                               |
|--------|-------------------------------|
| Leader | Team Leader Executive Support |
|--------|-------------------------------|

|                |     |
|----------------|-----|
| Direct Reports | Nil |
|----------------|-----|

| KEY RELATIONSHIPS<br>(External and Internal Customers, Supplier, Colleagues, etc) |   |
|---|---|
| Internal  | Nature of Relationships   |
| Mayor and Councillors   | Interaction at meetings and functions, including serving food and beverages |
| Council management and officers   | Interaction at meetings and functions, including serving food and beverages |
| External  | Nature of Relationships   |
| Catering suppliers  | Take delivery of catering   |
| Dignitaries and community members   | Interaction at Civic functions, including serving food and beverages        |

| DELEGATIONS & AUTHORISATIONS<br>(Local Government Act, By-Laws etc) |     |
|---|-----|
| Purchasing Approvals  | N/A |

### Confidentiality

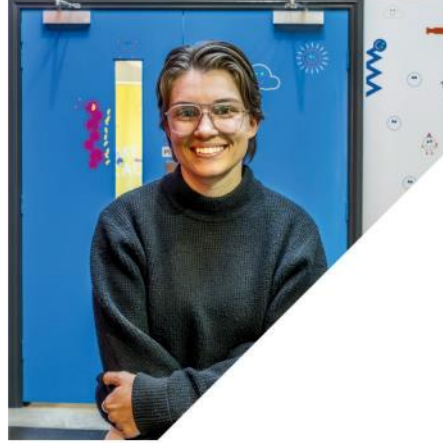
Employees are

- 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   |
|--|
| <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> |



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