

Employment Information Package



Municipal Employee Carr Villa

Position number: POS0831

Enquiries:

Name: Eve Gibbons

Position: Business Leader Carr Villa

Phone: 03 6323 3600

Email: Eve.Gibbons@launceston.tas.gov.au

Application closing date: 3.00PM, WEDNESDAY, 29 JANUARY 2025



City of
LAUNCESTON

Town Hall, 18-28 St John Street Launceston

T 03 6323 3000

E contactus@launceston.tas.gov.au

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

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

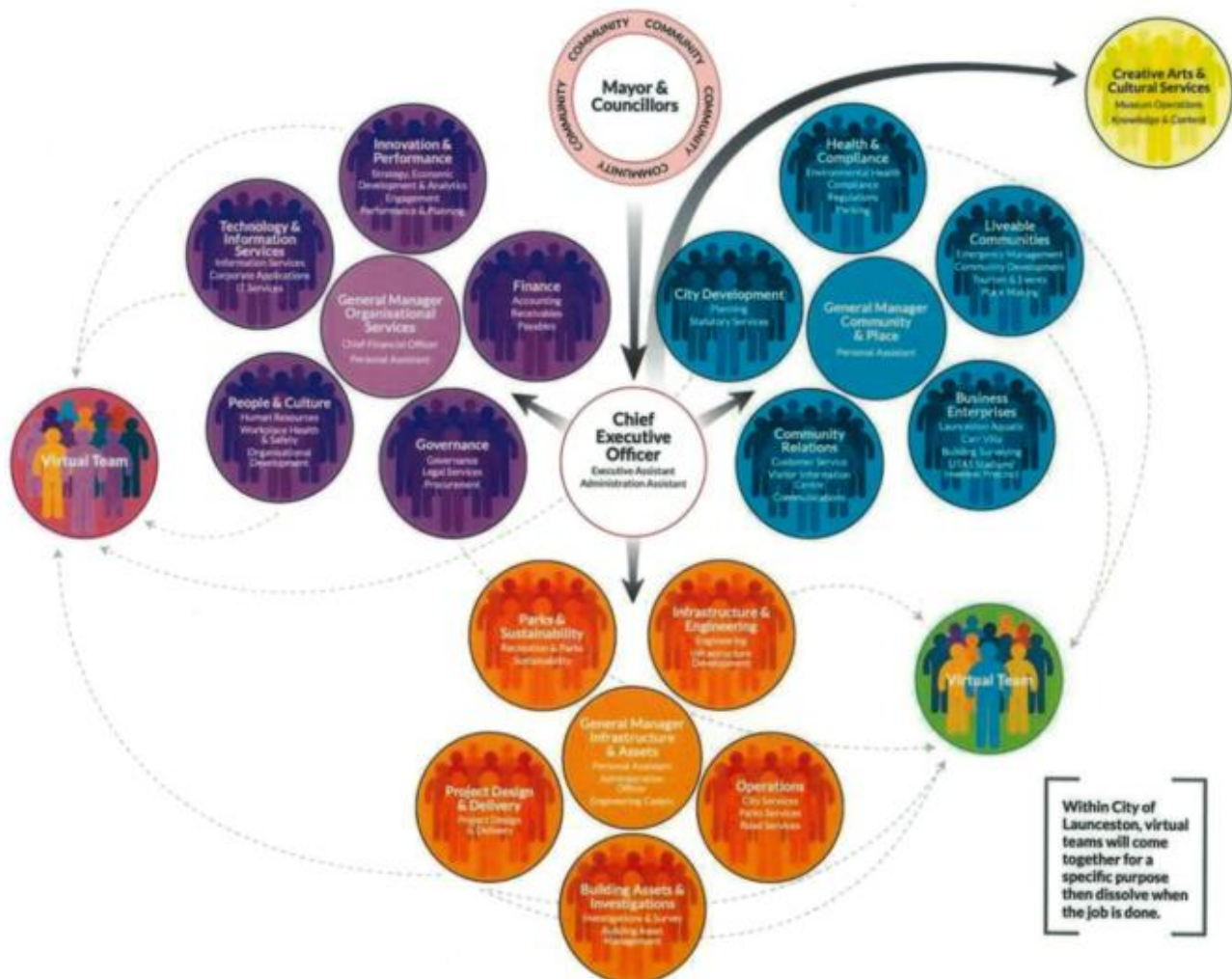
The City of Launceston is recognised as an Employer of Choice by the Tasmanian Government.

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, 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	Municipal Employee Carr Villa
Employment terms	Permanent full-time
Working pattern	9-day fortnight
Total remuneration	\$76,513 - \$83,497 <i>*Total remuneration includes superannuation, as detailed below</i>
	Base salary \$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 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:	POS0831
------------	--	-------------	---------

POSITION TITLE:	Municipal Employee - Carr Villa
AWARD CLASSIFICATION:	Grade 3
EMPLOYEE:	
TEAM:	Carr Villa Memorial Park
NETWORK:	Connections and Liveability
REPORTS TO:	Eve Gibbons, Business Leader
PREPARED BY:	Eve Gibbons - Business Leader Carr Villa
DATE:	18/12/2024

APPROVED BY:	
NAME:	Justin Dale
POSITION:	Manager Community Connections
SIGNATURE:	

POSITION PURPOSE (Why does this position exist)

The City of Launceston Carr Villa Memorial Park first opened in 1905, and is Launceston and Northern Tasmania's major cemetery and crematorium. The Park occupies 50-hectares of land, with Monumental, and Limited Monumental burial ground, as well as a Lawn Cemetery, and above ground Crypt. The Crematorium provides cremation services for prescribed businesses across Northern, North West and North Eastern Tasmania, and home to over 18,000 ash placements.

The role of Municipal Employee is to perform daily tasks, activities and site maintenance requirements of Carr Villa Memorial Park, and Lilydale and Bangor Cemeteries. The role will work in accordance with relevant legislation, and Council Policies and Procedures, and includes:

- Undertaking burial (interments) site preparation and post burial activities, exhumations, crematorium operations, ash placement processes, and handling human remains.
- Maintaining the Lawn Cemetery Reserve, Monumental and Limited Monumental Cemetery, ash placement gardens, bushland, general grounds, and associated facilities including country cemeteries to best practice standards;
- Positively represent the City of Launceston, and while performing the duties liaise with various internal and external stakeholders, including City of Launceston employees, contractors, cemetery users and funeral directors;
- Operating major and minor plant equipment, ensuring holding relevant licences; and
- Working in line with relevant Council and Work Health and Safety Policies and Procedures.

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		
Undertake burial and cemetery operations at Carr Villa and Lilydale Cemeteries.	Undertake all tasks associated with burial services, this includes: <ul style="list-style-type: none"> • Checking grave locations • Excavate, dress and prepare the site for burial • Backfill, and finalise the burial, maintain a clean-up and well-presented site, arranging floral tributes accordingly; • Assist with exhumations; • Inter cremated remains; • Install plaques and vases; and • Preparation of new burial grounds including the construction of concrete beams. 	Tasks are completed to a high standard, in a timely professional manner, and delivered with respect and compassion. The disposal of human remain is in accordance with relevant legislation.
Undertake cremation services at the Carr Villa Crematorium	Undertake the safe operation of tasks associated with the cremation of human remains, this includes: <ul style="list-style-type: none"> • Liaising with funeral directors upon the receiving of deceased for cremation; • Reviewing and assessing relevant paperwork; • Safe operation of the cremator, to undertake the process of cremating human remains; • Processing of cremated human remains, including the preparation and storage of ashes; and • Liaising with family members who attend at the delivery, or wish to observe the cremation taking place. 	Tasks are completed to a high standard, in a timely professional manner, and delivered with respect and compassion, with the disposal of human remains is in accordance with relevant legislation.

Accountabilities	Activities/Tasks include:	Success looks like ...
Provide sounds customer service skills	Respond to enquiries direct from the community, and/or redirect them to the client services team for support.	Customers are provided sounds customer service with all enquiries responded to.
Liaise and strengthen relationships with funeral Directors, contractors and any public authorities	<p>Liaise with funeral directors upon the receipt of coffins (bodies) for cremation, as well as upon the collection of ashes;</p> <p>Following relevant processes and procedures when accepting coffins (bodies) for burial/cremation. Ensuring the disposal of human remains is in accordance of the wishes of the funeral director (family), and with relevant legislation.</p> <p>Liaise contractors to site, by providing access to buildings, informing them of services requirement, enabling work to be completed on site.</p>	<p>A sound professional working relationship with the funeral industry.</p> <p>The disposal of human permits/applications is scrutinised and checked for compliance with relevant legislation.</p> <p>Contractors are able to successfully complete work.</p>
Chapel Services	<p>Prepare the Chapel for use for funeral or memorial services, this includes:</p> <ul style="list-style-type: none"> • Cleaning, dusting, polishing and vacuuming the facility; • Preparation of audio and AV equipment; • Updating the service noticeboard; • Liaising with funeral directors or families as required when using the facility; and • Supporting the funeral director as require in the preparation for family viewings of the deceased. 	Provide a clean, safe and welcoming facility, whilst providing timely, respectful and compassionate services for families and funeral directors.
Ash placement preparations	<p>Work with the client services team to prepare ash placement locations, as well as the placement of plaques.</p> <ul style="list-style-type: none"> • Locate locations for ash placement; • Prepare the site, digging into the ground, and tidying the area as necessary; • Installation of plaque onto plinths; • Securing ash placement locations; • Preparing and dress the site for ash placement and interment of ashes with families. 	Successful ash placements as requested by families, that are prepared professionally, timely and with the respect to families.
Maintain the grounds of the Cemetery, Crematorium, Chapel, ash placement gardens, bushlands and general grounds of the Park, and Lilydale and Bangor Cemeteries.	<p>As a member of the team, complete maintenance tasks in accordance with established programs/ maintenance schedules and in line work standards of service, this includes;</p> <ul style="list-style-type: none"> • Maintenance and care of ash placement gardens, including over 4000 rose plants. • Undertake horticultural activities including but not limited to mowing, weeding, blowing, leaf collection, pruning, digging, raking, mulching, planting, pond cleaning, spraying (with approved herbicides and pesticides), and reticulation; • Install, use and maintain irrigation systems; • Establish and care for turf surfaces; • Weed management, and bushland maintenance; • Plant and maintain trees and shrubbery; 	Tasks completed are completed in a timely and efficient manner, in accordance with work schedules, and work standards specific to Carr Villa and in line with industry standards.

Accountabilities	Activities/Tasks include:	Success looks like ...
	<ul style="list-style-type: none"> • Assist in the creation of garden beds and landscape features, as guided by cemetery planning; • Respond to customer service requests, as raised by the Business Leader or Client Services Team; and • Undertake any additional tasks as requested by the Business Leader or Supervisor. 	
Maintain and improve infrastructure	<p>Work to continuously improve and maintain the sites infrastructure and amenity, this includes:</p> <ul style="list-style-type: none"> • Collecting and removing rubbish; • Reporting of infrastructure defects with regard to roads, buildings, toilet facilities, paths, pipes leakages, water features, fences; • Liaise with Council's Building and Assets Management Team and their contractors to achieve maintenance and repair outcomes; • Maintain any small infrastructure that is achievable internally; • Clean buildings surrounds, and internal cleaning; • Construction of concrete beams; and • Construction of ash placement gardens, in accordance with cemetery planning. 	Infrastructure is in sound condition, and tasks are completed in timely and cooperative Manner, whilst adhering to Carr Villa work standards.
Work as an effective and contributing member of a team	<p>Promote, build and maintain positive workplace relationships within the Carr Villa team, by:</p> <ul style="list-style-type: none"> • Contributing as an active team member; • Contributing to the overall objectives and goals of the team; • Participate in team meetings/toolbox sessions; • Participate in cultural and team development activities and Council initiatives; and • Provide support as required to support the goals and objectives of the Community and Place network. 	Team are working in line with the City of Launceston organisation values, as well as the Carr Villa team defined behaviours.
Support the development and provide input into site plans.	Contribute and provide input into site management plans, and team annual planning.	Annual and site management plans are well informed through input of operational team members.
Compliance with Council Policies and Procedures, as well as relevant legislation.	Ensure that all activities are carried out in accordance with Council and Carr Villa policies/procedures, and relevant legislation.	Comply with City of Launceston procedures and statutory requirements, and the <i>Burial and Cremation Act 2019</i> , and <i>Burial and Cremation Regulations 2015</i>
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>	

Accountabilities	Activities/Tasks include:	Success looks like ...
	(a) take reasonable care for his or her own health and safety; and (b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and (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 (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. (Section 28 Work Health & Safety Act 2012)	
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?	NO
<i>If yes, include in Selection Criteria table below</i>	

SELECTION CRITERIA
POSITION REQUIREMENTS/COMPETENCIES
Organisational
<ul style="list-style-type: none"> • Community Focused: considers community/customers in decision making
<ul style="list-style-type: none"> • Communicate and Engage: demonstrates self-awareness & encourages open discussions & contributions from others
<ul style="list-style-type: none"> • Create and Innovate: displays initiative & considers different ideas and perspectives
<ul style="list-style-type: none"> • Safety Focussed: takes responsibility for own and team's health, well-being and self-care
Position Specific
<ul style="list-style-type: none"> • Sound interpersonal and communication skills
<ul style="list-style-type: none"> • Ability to show compassion, empathy and respect as required
<ul style="list-style-type: none"> • Ability to work effectively and contribute as an active member of a team, as well as the ability to work effectively unsupervised
<ul style="list-style-type: none"> • Demonstrate continuous improvement mindset
<ul style="list-style-type: none"> • Effectively carry out instructions and following direction, whilst using initiative and time management skills
QUALIFICATIONS AND EXPERIENCE
<ul style="list-style-type: none"> • Completion of Grade 10
<ul style="list-style-type: none"> • Relevant work experience (ideally minimum 2 years)
A Certificate III in Horticulture, and/or sound experience in two one or more of the following: <ul style="list-style-type: none"> • Cemetery and Crematorium operations; • Plant operation; • Landscaping; • Horticulture; and/or • Irrigation technology.

- Current class C drivers' licence and relevant licences/tickets for site specific plant equipment
- Backhoe, excavator licence or the commitment/ability to obtain

REPORTING STRUCTURE	
Manager	Business Leader Carr Villa
Direct Reports	N/A

KEY RELATIONSHIPS (External and Internal Customers, Supplier, Colleagues, etc)	
Internal	Nature of Relationships
Team Members	Good working relationships; working as part of a team
Administration Team Members	Good working relationships
Business Leader Carr Villa	Good working relationship
Manager Business Enterprise	Good working relationship
External	Nature of Relationships
General public	Courteous, promoting Council
Funeral Directors/Stone Masons	Good working relationships
Contractors	Good working relationships

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

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. • This role requires will require the expose to elements relating to the death of a deceased including: <ul style="list-style-type: none"> ○ Grieving, distressed and emotional individuals and/or families. ○ Coffins containing deceased individuals, including young children and babies. ○ Sighting, handling human remains after cremation, and processing the human remains into ash. ○ Human remains via the process of exhumation.

