

Employment Information Package



Administration Officer - Governance Support

Position number: POS0978

Enquiries:

Name: Kelsey Hartland

Position: Team Leader Governance

Phone: 03 6323 3109

Email: Kelsey.Hartland@launceston.tas.gov.au

Application closing date: 3.00PM, THURSDAY, 27 MARCH 2025

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

✉️ PO Box 396
Launceston
TAS 7250

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

 City of
LAUNCESTON

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Address applications to:

Senior Leader People and Culture
City of Launceston
PO Box 396
LAUNCESTON TAS 7250

Email address: contactus@launceston.tas.gov.au

When emailing your application, attachments should be sent in either Word (.doc/.docx), PDF (.pdf), TIFF (.tiff), JPEG (.jpg) or Excel (.xls/xlsx) formats.





About the City of Launceston

Launceston is the regional hub of Northern Tasmania and enjoys a rich natural and social history. Located at the head of the picturesque Tamar Valley, the Launceston region is renowned for its award-winning wines, gourmet dining experiences, magnificent natural features and friendly residents.

Our city is human scale. A series of green and wild spaces linked by heritage streetscapes and thoughtful adaptations. A real blend of old-world and new, tradition and innovation.

The City of Launceston municipal area covers an area of 1,405 square kilometres with a population of around 71,000 residents.

The City of Launceston is Tasmania's largest municipal council in terms of population and revenue. Launceston boasts all the major facilities of a much larger city, many of which are owned and operated by the City of Launceston.

The City of Launceston is served by 12 Councillors, including the Mayor and Deputy Mayor.

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

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

An Employer of Choice is a workplace that demonstrates contemporary workplace practices and provides outstanding support for its staff.

Employee benefits offered by the City of Launceston include:

- Our employees have access to discounted health insurance options through St Luke's Health and BUPA.
- Employees have access to a free EAP service, which provides support and counselling for personal and work related issues, coaching and advice for leaders and counselling assistance for immediate family members.
- We are committed to providing a working environment that is sufficiently flexible to meet the operational requirement and workload demands of the City of Launceston while accommodating, where possible, the needs of our employees.
- Discounted membership at Launceston Leisure & Aquatic Centre.
- Discounts at the QVMAG Gift Shop.
- Additional leave: employees may request to purchase an additional two or four week's additional leave per year to help manage family/carer responsibilities or other special circumstances.

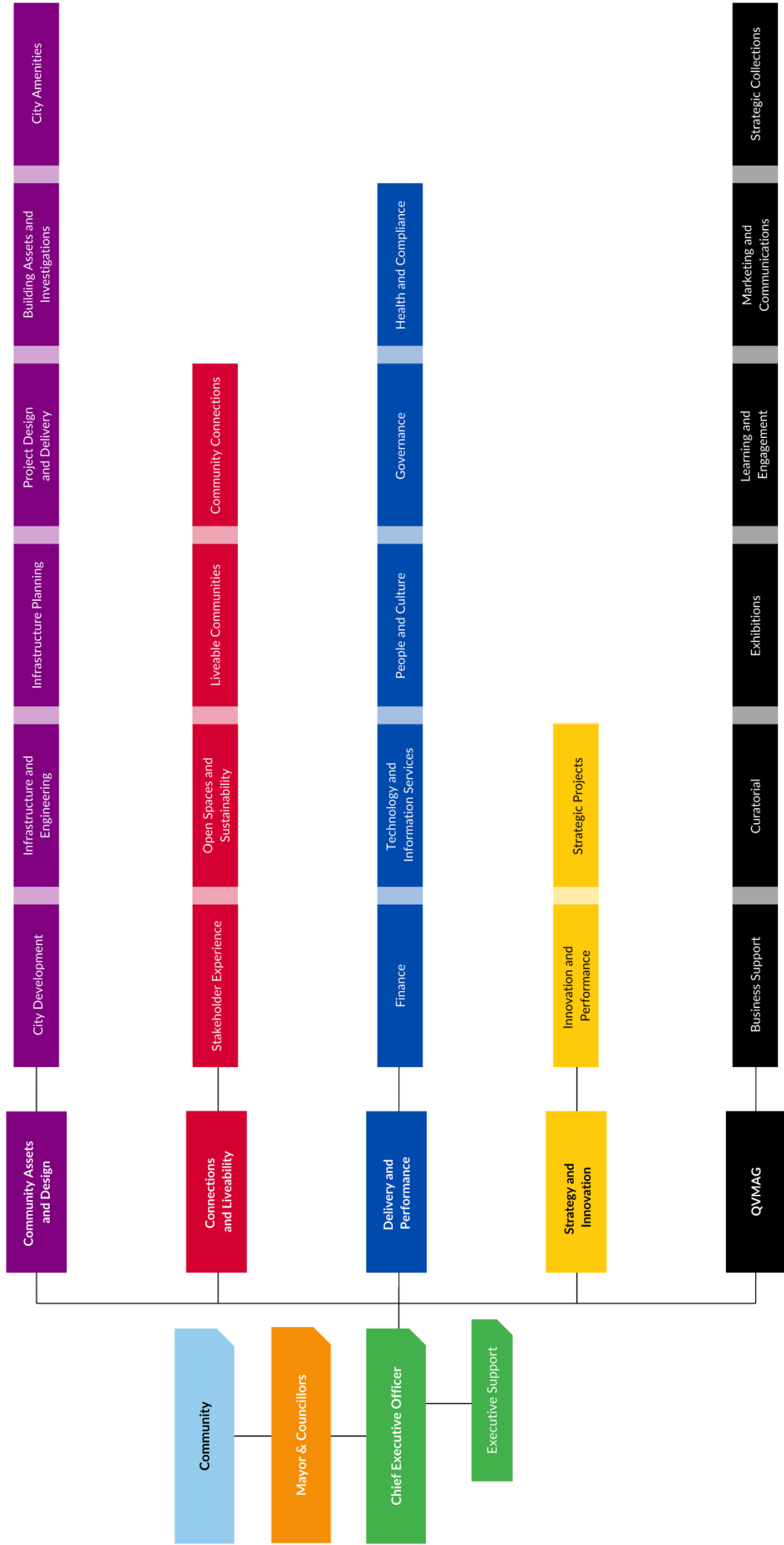


OUR VISION

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

OUR PURPOSE

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



Organisational values

At the heart of our organisation are our four organisational values. Our employees are expected to adhere to, support and promote our values at all times.

Our aim is to attract and retain people who share our values and want to be a part of our positive workplace culture. Before submitting your application please review our values and decide if they are a good fit for you.



OUR PEOPLE MATTER

- We value clear and open communication
- We support and encourage each other
- We respect diversity
- We recognise individual needs, experience and strengths



WE CARE ABOUT OUR COMMUNITY

- We take pride in our work and pursue a standard of excellence
- We genuinely listen, and value collaborative relationships
- We strive towards the best outcome for our community
- We make responsible and sustainable decisions



WE BRING AN OPEN MIND

- We actively seek opportunities to continuously improve
- We respect and explore different ideas and perspectives
- We embrace change that leads to positive outcomes
- We value innovation and creativity



WE GO HOME SAFE AND WELL

- We show care for people and look out for one another
- We speak up and support others to be healthy and safe
- We take personal responsibility for our own health and wellbeing
- We value work-life fit

Information for applicants

Please read this information carefully, as it will help you with the preparation of your employment application.

When applying for this position, you must provide the following documentation:

1. Covering letter
2. Statement addressing the selection criteria (highlighted criteria only)
3. Resume

The online Application for Employment can be [accessed here](#) (you will be asked to attach your supporting documentation)

1. Your covering letter should introduce you and explain why you are applying for the role.
2. All recruitment and selection decisions are based on merit. The most suitable person in terms of skills, knowledge, qualifications, relevant experience, alignment with organisational values and work attitudes is selected for the position. Selection is based on the assessment of each application in relation to the selection criteria identified in the position description. The position description is included later in this information kit.

The selection criteria consists of the qualifications, knowledge, skills, attitudes and abilities required to successfully perform the role. You must provide a statement that addresses each highlighted selection criterion for the role. Your statement should include examples that demonstrate how you meet each criterion.

Please see information here on how to address the [Selection Criteria](#).

3. Your resume should provide details of your qualifications, work history, special skills, training and competency details and referees, plus any other information that may support your application. Be clear and informative. Include the names, position titles, addresses and telephone numbers of at least two work referees.

If we can assist you with any reasonable adjustments in order to submit your application for this role, please contact the People and Culture Team via email at contactus@launceston.tas.gov.au, noting your preferred method of communication and contact details and a member of the team will be in touch.

City of Launceston is an equal opportunity employer. Our workforce is diverse, inclusive, flexible and family-friendly.

We value the different backgrounds, skills and contributions of all employees and treat each other and our community with respect.

We want opportunities at City of Launceston to be accessible and attainable to all candidates. If you are interested in this role but have concerns about your suitability, please talk to us before submitting your application.

Recruitment steps

1. Application received

2. Shortlisting

- Shortlisted applicants will be contacted by telephone or email to arrange an interview.
- Unsuccessful candidates will be advised by email.

3. Interview

4. Pre-Employment Checks:

- Reference Check
- Police Check
- Medical Assessment
- Drug and Alcohol screening

All costs covered by City of Launceston

5. Suitability determination and preferred candidate identified

6. Letter of Offer



General conditions of employment

Position title	Administration Officer - Governance Support
Employment terms	Permanent, Full-time
Working pattern	19-day month
Total remuneration	<p>\$76,513 - \$83,497*</p> <p><i>*Total remuneration includes superannuation, as detailed below</i></p> <p>Base salary \$66,389 - \$72,448</p>
Superannuation	Employer contribution of 15.25%

- **Annual leave:** employees are entitled to 4 weeks (pro-rata for part-time employees) annual leave per year, plus leave loading.
- **Personal leave (for sick and carer's leave):** employees are entitled to two weeks (pro-rata for part-time employees) personal leave per year, if they are unable to attend work due to personal illness/injury or to provide care for a spouse/partner or immediate family member.
- **Paid parental leave:** employees are entitled to fourteen weeks paid (or twenty eight weeks at half-pay) parental/adoption leave for the primary carer; two weeks paid leave for the secondary carer.
- **Long Service Leave:** Long service leave applies after 7 years continuous service.

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

The City of Launceston Leisure and Aquatic Centre Enterprise Agreement 2022 is available [here](#)

Position Description

Position Description Form - Officer

PF NUMBER:		POS NUMBER:	POS0978
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POSITION TITLE:	Administration Officer - Governance Support
AWARD CLASSIFICATION:	Grade 3
EMPLOYEE:	
TEAM:	Governance
REPORTS TO:	Team Leader Governance
PREPARED BY:	Kelsey Hartland, Team Leader Governance
DATE:	5/3/2025

APPROVED BY:	
NAME:	Nathan Williams
POSITION:	Executive Leader Delivery and Performance
SIGNATURE:	

POSITION PURPOSE (Why does this position exist)
<p>To and provide administrative support to Council, Council Committee, Special Committee, Public, and Annual General Meetings.</p> <p>To manage City of Launceston's meeting systems, on an annual cycle and on a day-to-day basis, and to train Council Officers in their use.</p> <p>To update, monitor and maintain the City of Launceston's Management System Framework and ensure that documents registered in the Management System (the repository for the City of Launceston's policies and procedures) are consistent and compliant with the framework.</p>

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



Accountabilities	Activities/Tasks include:	Success looks like ...
General		
City of Launceston's Values	Behave in a way that supports the City of Launceston's values. <ul style="list-style-type: none"> • Our people matter • We care about our community • We bring an open mind • We go home safe and well 	Demonstrates, through behaviour, an alignment 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. Support delivery of the Team's strategic and annual plan actions. 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 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.
Technical		
Administrative support for Council and Committee Meetings	Provide administrative support for workshops and meetings of the Council, Council Committees, Special Committees, Public Meetings, and Annual General Meetings: <ul style="list-style-type: none"> • Prepare and publish notices of meeting • Prepare, publish and distribute council papers and agendas using appropriate software. • Provide advice and training to Council Officers regarding preparation of agenda items • Assist external presenters to Council Meetings • Set up Council Chambers/meeting rooms ahead of meetings, including audio-streaming for Council meetings • Assist members of the public who wish to ask questions or speak to an item at a Council Meeting • Take minutes ('live' during Council meetings; not usually required for Workshops) • Post-meeting follow up e.g. questions on notice For clarity, Council Committees includes committees that may be established under s23 of the <i>Local Government Act 1993</i> (Tas) - e.g. Petition to Amend Sealed Plan Committee; Special Committees includes committees that may be established under s24 of the <i>Local Government Act 1993</i> (Tas)	Meeting papers are published on-time and to appropriate standards Notices of meeting are published to legislated timelines Minutes are well-written and free from errors Support is of a high standard, and agreed processes are followed Professional relationships with Councillors are maintained Delivery of excellent customer service to Council Officers, external presenters and members of the public

Annual and day-to-day management of meetings systems	<ul style="list-style-type: none"> • Maintain agenda and minute templates for Council, Council Committees, Special Committees, Public Meetings, and Annual General Meetings • Maintain Meetings index in ECM • Meeting system administration, including maintenance of user databases, training and support for Councillors and training officers in the preparation of agenda items • Provide advice to Council Officers around Council and Council Committee meetings protocols • Maintain process and procedural documentation 	<p>Agendas and minutes are legislatively compliant</p> <p>Training and advice is delivered as appropriate</p> <p>Process and procedural documentation is up to date</p> <p>Meeting calendars are published as appropriate e.g. online, in The Examiner, via Outlook</p>
Document Control and - Management System	<ul style="list-style-type: none"> • Support and facilitate the currency, maintenance and standards of the management system: <ul style="list-style-type: none"> ○ Update and maintain instructions for document control ○ Identify and provide training for Document Controllers across the organisation • Prepare documentation (policies, procedures, forms) in accordance with the approved Management System framework • Distribute Management System reports to accountable officers or action officers and advise organisation on Management System changes. • Support the process that ensures new or revised policies and procedures are read, understood and adopted by relevant staff. 	<p>Documentation prepared in accordance with the approved Management System framework</p> <p>Management System changes communicated effectively and in a timely manner</p>
Governance Team Support	<ul style="list-style-type: none"> • Assist the team with the preparation and registration of correspondence • Be a Network Librarian (N: drive) • Undertake routine outbound customer service calls as required 	<p>Correspondence is well-drafted, accurate and professionally presented</p> <p>N: drive has a functional structure</p> <p>Communication occurs within timeframes and documented in appropriate system</p>
Maintain the General Manager's Electoral Roll and, from time to time, assist with administrative tasks associated with local government elections	<ul style="list-style-type: none"> • Follow agreed processes and procedures to keep the general Manager's Electoral Roll accurate and up to date • Perform basic checks to determine the eligibility of applicants • Communicate with applicants verbally or in writing as appropriate • In consultation with the Team Leader Governance, work to instructions provided from time to time by the Tasmanian Electoral Commission in respect of four-yearly local government elections 	<p>The General Manager's Electoral Roll for the City of Launceston is legislatively compliant and maintained to the requirements of the Tasmanian Electoral Commission</p>
Pecuniary Interests Registers	<p>Maintain the Interests Registers for Councillors, members of Council Committees, members of Special Committees, and the Audit Panel*</p> <p>*Interests Registers for employees and the Chief Executive Officer are maintained by People and Culture</p>	<p>Registers are up to date and are legislatively compliant</p>
Seal Register	Maintain the City of Launceston's seal register	Register is up to date
Committee Representation	<ul style="list-style-type: none"> • Maintain our Committee Representation Details table (14-HLPrx-012) Maintain Terms of Reference templates and 	Committee Representation Details 14-HLPrx-012 is up to date

	<ul style="list-style-type: none"> ensure that Council, Council Committees and Special Committees have current Terms of Reference 	Standard Terms of Reference documents are maintained
Annual Report	Collate the Governance Team's content for inclusion in the City of Launceston's Annual Report	Information is prepared to agreed timeframes and standards
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 & Safety Act 2012)</p>	
Note: Whilst the key functions and responsibilities for the role are set out above, the Council may direct an employee to carry out such duties or tasks that are within the limits of the employee's skill, competence and training.		

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

SELECTION CRITERIA	
POSITION REQUIREMENTS/COMPETENCIES	
Organisational	
<ul style="list-style-type: none"> Community Focussed: considers community/customers in decision making 	
<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"> An understanding of governance in a Local Government context 	
<ul style="list-style-type: none"> A genuine interest in delivering exceptional customer service to internal and external customers 	
<ul style="list-style-type: none"> Above-average proof reading skills and attention to detail 	
<ul style="list-style-type: none"> Well-developed written and verbal communications skills 	
<ul style="list-style-type: none"> Well-developed technical skills with corporate software applications, particularly Microsoft Word, Adobe and Excel; the ability to acquire technical skills in the operation of the audio-streaming equipment used at Council meetings 	
<ul style="list-style-type: none"> Excellent minute-taking skills - accuracy, speed, the confidence to ask for clarification when needed, and an understanding of meeting procedures 	
<ul style="list-style-type: none"> Ability to exercise initiative, judgment and discretion, often in a high-pressure environment 	
QUALIFICATIONS AND EXPERIENCE	
<ul style="list-style-type: none"> Certificate of education or equivalent and/or 3 years relevant work experience as a minimum. 	
<ul style="list-style-type: none"> Highly proficient keyboard skills 	

REPORTING STRUCTURE	
Leader	Team Leader Governance
Direct Reports	Nil

KEY RELATIONSHIPS (External and Internal Customers, Supplier, Colleagues, etc)	
Internal	Nature of Relationships
Governance Team	Work with the Team Leader Governance and team-mates to fulfil team goals and position responsibilities
Chief Executive Officer and General Managers	Administrative support and liaison around agendas and minutes
Council Officers	Training and support
Councillors	A formal relationship that requires appropriate protocols to be observed
External	Nature of Relationships
Customers	Phone and face to face contact with customers with autonomy in some instances, and on behalf of team members in other instances

DELEGATIONS & AUTHORISATIONS (Local Government Act, By-Laws etc)	
Purchasing Approvals	Limit \$0
<i>Electoral Act 2004</i> (Tas) (appointment)	May be appointed to be an election official for the purpose of local government elections

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.

