

# Employment Information Package

## Bookings and Administration Officer

**Position number: POS1164**

**Enquiries:**

**Name:** Anna Wilkins

**Position:** Coordinator Visitor Operations

**Phone:** 03 6323 3744

**Email:** [Anna.Wilkins@launceston.tas.gov.au](mailto:Anna.Wilkins@launceston.tas.gov.au)

**Application closing date: 3.00PM, THURSDAY, 20 MARCH 2025**

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

✉ PO Box 396  
Launceston  
TAS 7250

☎ 03 6323 3000  
@ [contactus@launceston.tas.gov](mailto:contactus@launceston.tas.gov)  
🌐 [launceston.tas.gov.au](http://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](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.

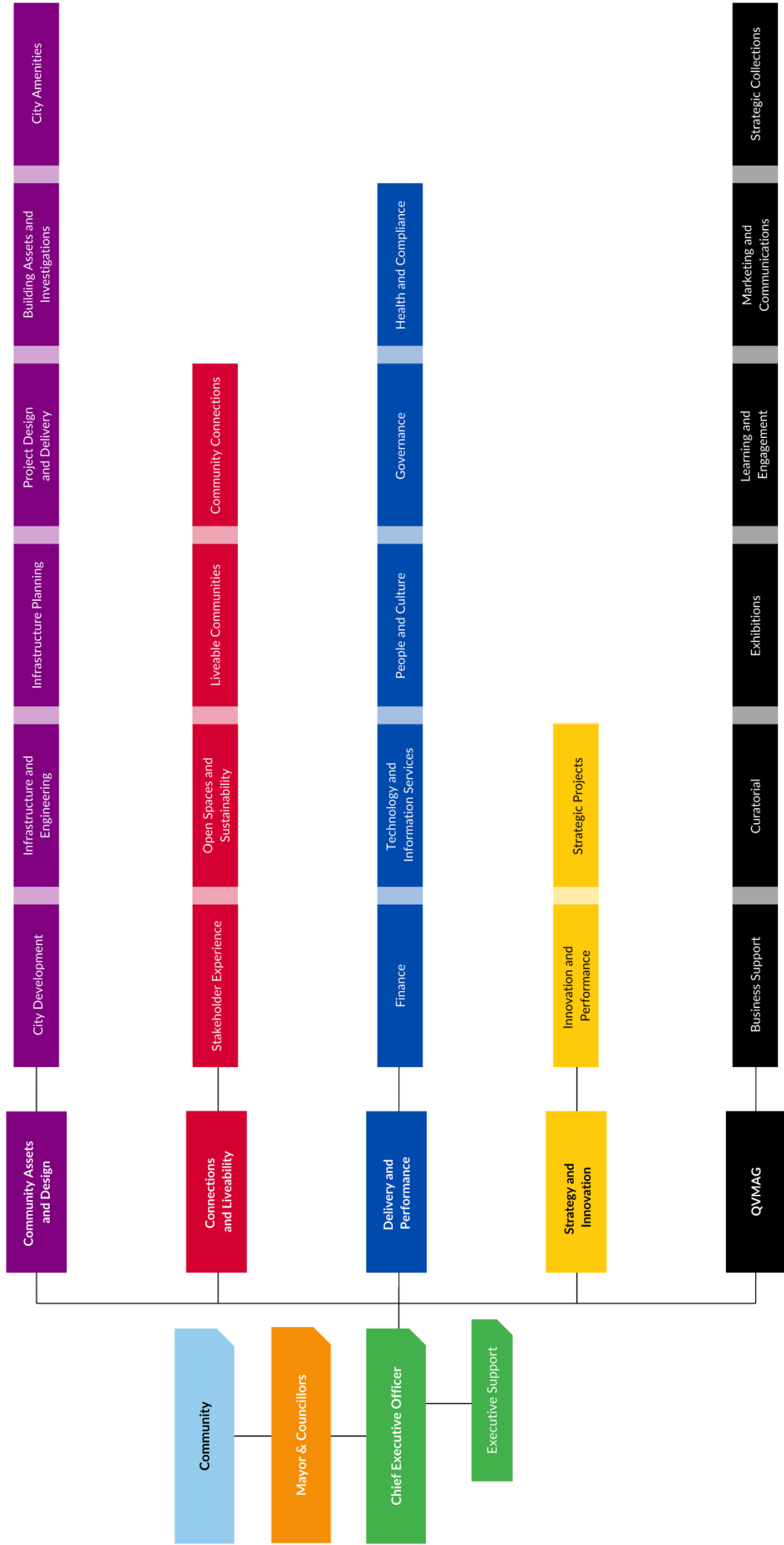


**OUR VISION**

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

**Position title** Bookings and Administration Officer

**Employment terms** Permanent, Part-time

**Working pattern** 6 Hours per week

**Total remuneration** \$33.59 - \$36.66\* per hour

**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:	PF0	POS NUMBER:	POS1164
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POSITION TITLE:	Bookings and Administration Officer
AWARD CLASSIFICATION:	Grade 3
EMPLOYEE:	Vacant
TEAM:	QVMAG, Business Support
REPORTS TO:	Leader, Business Support
PREPARED BY:	Shane Fitzgerald
DATE:	January 2025

APPROVED BY:	
NAME:	Shane Fitzgerald
POSITION:	Director, QVMAG
SIGNATURE:	

POSITION PURPOSE (Why does this position exist)
To coordinate the bookings and RSVP functions for QVMAG and to provide technical and administrative assistance to QVMAG.

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 ...
<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.  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.
<b>Technical</b>		
Manage booking system	Schedule all incoming bookings and RSVPs for QVMAG activities and events.  Maintain a comprehensive database of information on learning audiences, (including all education institutions), visiting groups and stakeholders. Generate relevant reports for distribution to the reception desks and shop for invoicing. Organise relevant information for statistical recording.  Liaise with all QVMAG departments and sections offering programs and events. Acquire and maintain extensive product knowledge of programs and services offered by QVMAG.  Prepare timetables of scheduled events & programs offered by QVMAG for distribution to internal stakeholders.  Prepare Eventbrite entries, undertake website updates and support visitors and stakeholders to RSVP through bookings systems.	Provides a high level of customer service to all internal and external groups, stakeholders and-clients. Bookings organised into appropriate systems in a timely and coherent manner.  A close working relationship with the QVMAG Learning team & external stakeholders. High standard of statistical recording and reporting.  Displays a thorough understanding of all QVMAG departments and their capacity to deliver programs & services.  Maintain communication with internal stakeholder on all aspects of the role.



Accountabilities	Activities/Tasks include:	Success looks like ...
	Responsible for producing print ready lists to be available for QVMAG events and programs.	Information accuracy maintained on public facing platforms, and high standard of customer service offered.  Evidence of attention to detail. Works independently and completes tasks in a timely manner.
Administrative assistance to the Business Support functions of the institution	<p>Ordering and maintaining office supplies, assisting the Learning team for all purchase orders, and reconciliation of the procurement pre-paid credit card.</p> <p>Generate detailed timetables and administer invoicing of visiting groups.</p> <p>Responsible for organising the upkeep, recording and creation of car park permits.</p> <p>Prepare reports and agendas, take meeting minutes and write letters including all RSVP and booking confirmation letters.</p> <p>Maintain office equipment &amp; ensure smooth visitor operation standards by organising delivery, ordering and sustainable disposal of consumables for multi-function devices.</p>	<p>Accuracy and responsiveness in all administrative support tasks.</p> <p>Effective time management. Perform administrative tasks promptly and effectively using a range of computer programs and knowledge.</p> <p>Displays a flexible &amp; timely approach to work.</p> <p>Attend to in a timely manner.</p> <p>Display flexibility in prioritising of workloads.</p> <p>Effective time management skills.</p> <p>Exceptional customer service - attend promptly to customer requests and process purchases or payments for programs/events etc.</p> <p>Ensure organisational operational &amp; quality standards are maintained when Administrative Officer is on leave.</p>
Knowledge of the institution	Develop and apply an extensive knowledge of the operational and quality standards required to maintain a high quality of customer service at QVMAG.	<p>Productive links and associations with all staff created and maintained.</p> <p>Comprehensive knowledge applied when communicating with customers.</p>
Risk management.	Maintain extensive knowledge of the institution's disaster preparedness plan.	Keeps informed of plan's current status

Accountabilities	Activities/Tasks include:	Success looks like ...
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>	
<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.		

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

SELECTION CRITERIA
POSITION REQUIREMENTS/COMPETENCIES
<b>Organisational</b>
<ul style="list-style-type: none"> <li>Community Focussed: considers community/customers in decision making</li> <li>Communicate and Engage: demonstrates self-awareness &amp; encourages open discussions &amp; contributions from others</li> <li>Create and Innovate: displays initiative &amp; considers different ideas and perspectives</li> <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>Demonstrated ability and personal commitment to providing high quality customer service.</li> <li>Good communication and interpersonal skills, including the ability to clearly communicate information of importance to visiting groups.</li> <li>Ability to work on tasks of standard difficulty without direct supervision.</li> <li>Demonstrated experience and competence in computer skills, including email, the maintenance of databases and basic spreadsheets, and the ability to learn and use new corporate software systems appropriate to the position.</li> </ul>
QUALIFICATIONS AND EXPERIENCE

- Year 10 with appropriate levels of numeracy and literacy skills.
- Current driver's licence which must be retained.

#### REPORTING STRUCTURE

<b>Leader</b>	<b>Leader, Business Support</b>
<b>Direct Reports</b>	<b>Nil</b>

#### KEY RELATIONSHIPS (External and Internal Customers, Supplier, Colleagues, etc)

<b>Internal</b>	<b>Nature of Relationships</b>
QVMAG staff	Clients / Stakeholders / Colleagues
Volunteers (including Museum Guides)	Supervise work of volunteers
<b>External</b>	<b>Nature of Relationships</b>
Common-interest groups	Guidance, direction and information
Educational organisations	Guidance, direction and information

#### DELEGATIONS & AUTHORISATIONS (Local Government Act, By-Laws etc)

Purchasing Approvals	Limit \$5000
Correspondence	Signatory on behalf of the department as required
Authorisation	Authority to supervise volunteers where required

#### Confidentiality

Employees are

- Able to access; or
- 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:

- 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.
- To not access any information within the organisation's systems that is not directly relevant to their work.
- To abide by the requirements of the Confidentiality and Privacy clause of the relevant Enterprise Agreement.

#### OTHER RELEVANT INFORMATION

Expectations of a City of Launceston employee:

- 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.



