

Employment Information Package

Business Support Officer

Position number: POS1769

Enquiries:

Name: Anna Wilkins

Position: Coordinator Visitor Operations

Phone: 03 6323 3744

Email: 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
 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.

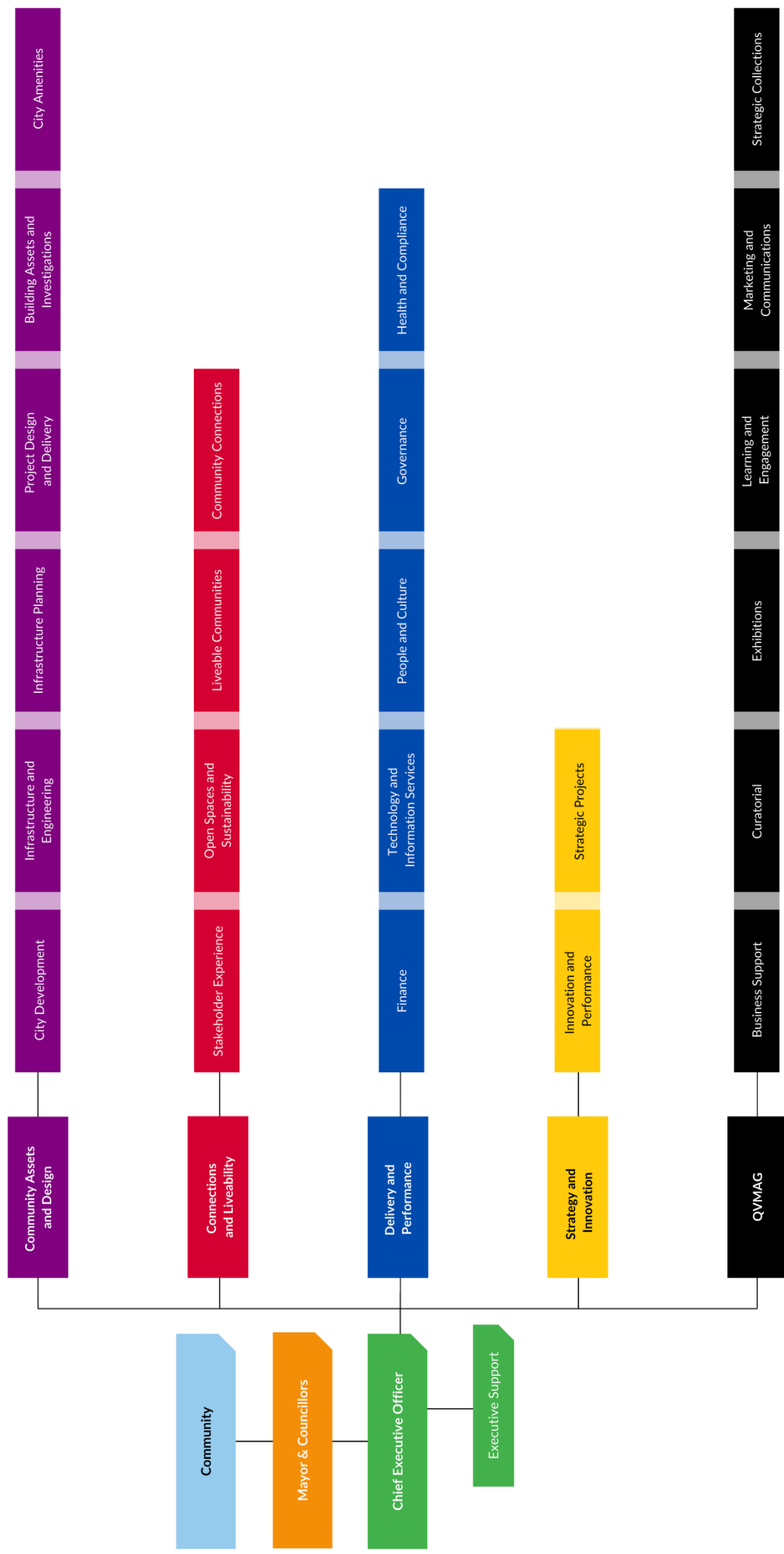
Employee benefits offered by the City of Launceston include:

- 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 OUR PURPOSE

Inspired people, working together to create the best outcomes for our community.
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	Business Support Officer
Employment terms	Permanent, Part-time
Working pattern	22.8 Hours per week
Total remuneration	Grade 3: \$39,833 - \$43,468* <i>*Total remuneration includes superannuation, as detailed below</i> Base salary \$45,907 - \$50,098
	Rates are based on a 22.8-hours per working week
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:	POS1769
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POSITION TITLE:	Business Support Officer
AWARD CLASSIFICATION:	Grade 3
EMPLOYEE:	
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)
<p>The Business Support Team is responsible for the development, implementation and monitoring of appropriate strategies, policies, systems and guidelines to support QVMAG business delivery, including the administrative business functions of the institution, including responsibility for the QVMAG Friends and QVMAG Volunteer programs.</p> <p>The Business Support Officer provides administration support across all QVMAG business functions, including QVMAG Friends and QVMAG Volunteers. The Business Support Officer provides ongoing support for commercial activities, functions and events, public enquiries, Online Shop and exhibition openings, as required.</p>

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 ...
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		
Friends Committee support	Administrative support to the Friends Committee.	Tasks completed in an efficient and effective manner. Accuracy of record keeping.
Administration and Public Enquiries	Processing Friends membership fees taken from the QVMAG Shop. Assisting with processing of the monthly QVMAG Friends mailouts. General administrative support for QVMAG business support activities. Answers the general enquiries phone line and email account. Communicates with customers and refers callers to the correct area. Messages recorded and forwarded on. Checks message bank when the Bookings Admin Officer is absent, if required.	Tasks completed in an efficient and effective manner. Smooth running of QVMAG program and support of membership. Effective and efficient delivery of tasks across QVMAG business support activities Queries answered in a polite and timely manner. Messages recorded and actioned if urgent.

Accountabilities	Activities/Tasks include:	Success looks like ...
	<p>Responds to general email enquiries and logs jobs onto enquiries tracking system.</p> <p>Ensures time spent on enquiries is accurately tracked and prepares reports for management.</p>	<p>Forwards enquires to appropriate contact.</p> <p>Data recorded accurately and reports delivered when requested.</p>
QVMAG Shop	<p>Photography of stock to display on Online Shop.</p> <p>Upload new stock (in draft for Shop Officer to review) to Online Shop.</p> <p>Review and update Online Shop catalogue.</p> <p>Fulfil online orders.</p>	<p>Online Shop content accurate.</p> <p>Orders fulfilled in a timely manner.</p>
Finances	Financial administration assistance including processing of invoices and purchase orders	Smooth running of QVMAG program and support of membership
Event support	<p>Provide event support including:</p> <ul style="list-style-type: none"> • Arranging logistics for QVMAG functions and events. • Finalising invitee lists for QVMAG events. • Ordering and arranging catering for QVMAG events. <p>Set up, or pack up of Meeting Room or event spaces (subject to availability)</p>	<p>Well attended events.</p> <p>Positive participant feedback.</p>
Volunteer administration and communication	<p>Provide administration support for the volunteer program, including:</p> <ul style="list-style-type: none"> • Volunteer on-boarding paperwork • Updating volunteer excel spreadsheet • WWVP checks for volunteers <p>Quarterly volunteer highlights sent via email to maintain engagement</p>	Effective volunteer contribution
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>	

Accountabilities	Activities/Tasks include:	Success looks like ...
	<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
<i>If yes, include in Selection Criteria table below</i>	

SELECTION CRITERIA

POSITION REQUIREMENTS/COMPETENCIES

Organisational

- Community Focused: 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 Focused: takes responsibility for own and team's health, well-being and self-care

Position Specific

- Good verbal and written communication and interpersonal skills.
- Demonstrated ability to work flexibly and cooperatively as part of a team.
- Demonstrated ability to learn and apply new administrative skills and procedures.

QUALIFICATIONS AND EXPERIENCE

- Demonstrated experience, accuracy and competence in computer skills maintenance of databases and Excel spreadsheets, and the ability to learn new systems.
- Demonstrated experience working successfully in a customer service environment and/or membership based organisation.
- Proven experience in delivering functions and/or events desirable.

REPORTING STRUCTURE

Leader	Leader, Business Support
Direct Reports	Nil

KEY RELATIONSHIPS (External and Internal Customers, Supplier, Colleagues, etc)	
Internal	Nature of Relationships
Business Support	Team member
QVMAG Leadership team	Client
QVMAG Shop Officer	Client / Stakeholder / Colleague
Coordinator Visitor Services	Client / Stakeholder / Colleague
QVMAG staff	Client / Stakeholder / Colleagues
External	Nature of Relationships
QVMAG Friends Committee	Project work when required
QVMAG Friends	Project work when required
QVMAG Volunteers	Project work when required

DELEGATIONS & AUTHORISATIONS (Local Government Act, By-Laws etc)	
Purchasing Approvals	Limit \$5000

Confidentiality

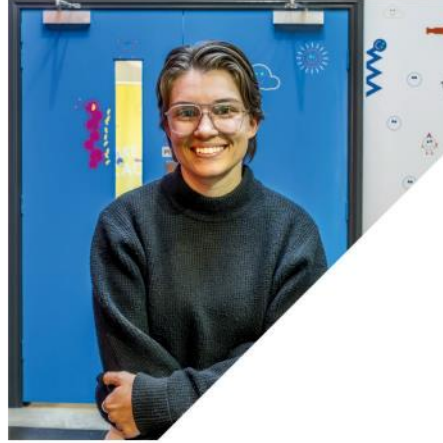
Employees are

- 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"> • 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.



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