

Employment Information Package

Employee Engagement Officer

Position number: POS1854

Enquiries:

Name: Esther Counsel

Position: Team Leader Organisational Development

Phone: 0408 199 670

Email: Esther.Counsel@launceston.tas.gov.au

Application closing date: 3.00PM, MONDAY, 10 MARCH 2025

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

✉️ PO Box 396
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TAS 7250

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 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.

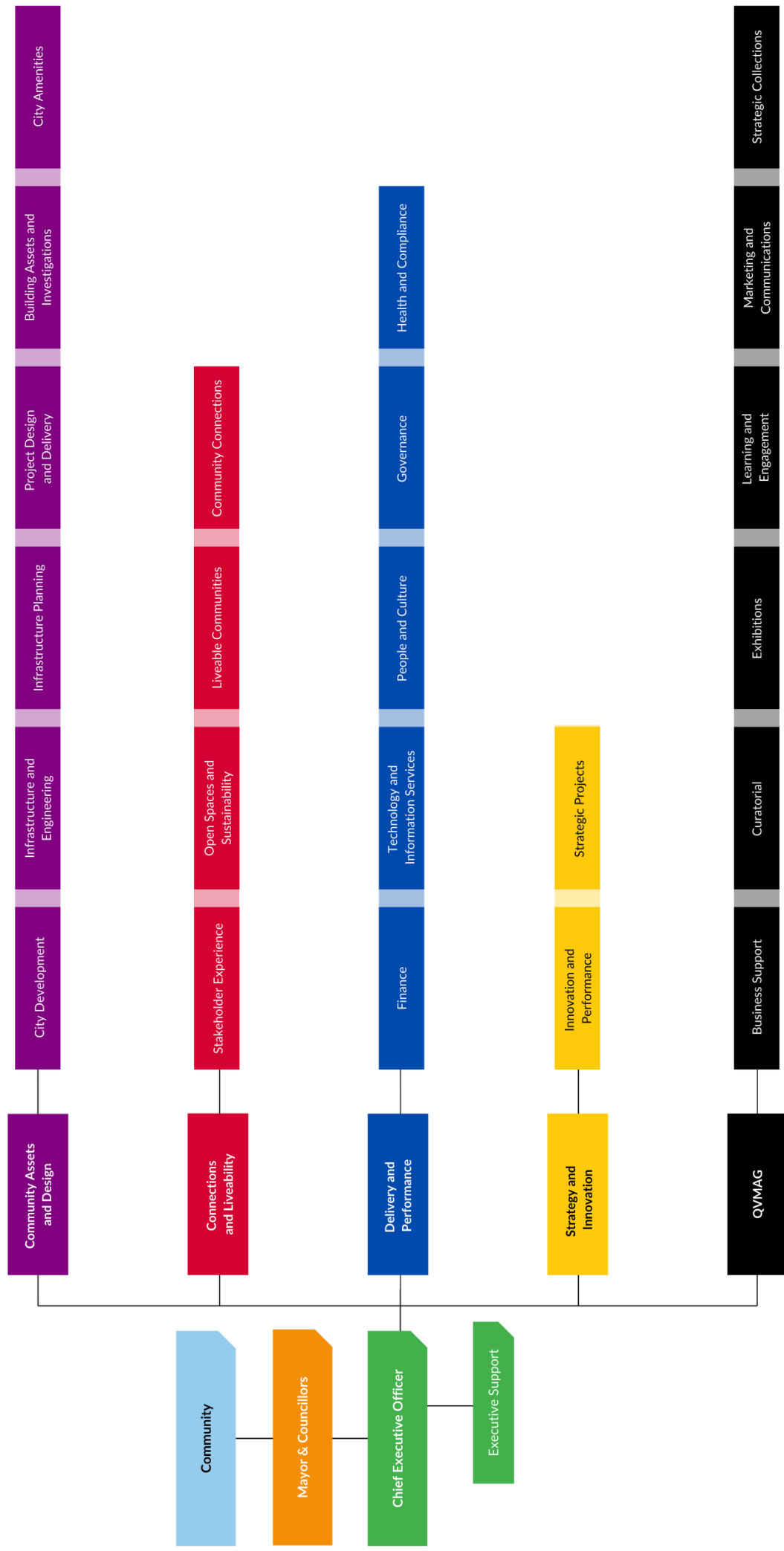


OUR VISION

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	Employee Engagement Officer
Employment terms	Full Time
Working pattern	19-day month
Total remuneration	\$87,447 - \$92,007* <i>*Total remuneration includes superannuation, as detailed below</i> Base salary \$75,876 - \$79,833
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:	POS1854
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POSITION TITLE:	Employee Engagement Officer
AWARD CLASSIFICATION:	Grade 4
EMPLOYEE:	Vacant
TEAM:	Delivery and Performance Team - People and Culture
REPORTS TO:	Team Leader Organisational Development
PREPARED BY:	Esther Counsel
DATE:	January 2025

APPROVED BY:	
NAME:	Roxanne Chugg
POSITION:	Senior Leader People and Culture
SIGNATURE:	

POSITION PURPOSE (Why does this position exist)
<p>The Employee Engagement Officer role supports the People and Culture Team with their team focus areas and is responsible for developing, promoting, and implementing initiatives that foster a positive and constructive workplace culture aligned with Our Values. The role includes evaluating these initiatives to ensure their effectiveness and continuous improvement.</p> <p>Key responsibilities include, but are not limited to:</p> <ul style="list-style-type: none">• Support the implementation and monitoring of an annual cultural engagement survey and annual pulse checks, collaborate on key metrics and initiatives, track progress, and ensure inclusivity, accessibility, and alignment with Our Values.• Regularly review the Capability Framework, integrate it into organisational processes, and analyse Professional Development Discussion (PDD) outputs to inform training and development initiatives.• Support the development, communication, and reinforcement of Our Values through initiatives and recognition.• Support the implementation and employee experience of various Organisational-wide programs and initiatives such as events to engage our people that we refer to as <i>Chatter Live</i>• Support the design, delivery, and coordination of the Employee Development Framework and training programs, including workshops, facilitation, and content development.

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		
Organisational engagement and culture	<ul style="list-style-type: none"> • Implement and monitor cultural engagement surveys and annual pulse checks. The implementation may include designing engagement surveys or external collaboration. • Collaborate with the Organisational Development Team and leaders to define key engagement metrics and develop initiatives to address identified areas for improvements of gaps in employee satisfaction. • Monitor and track progress on employee engagement initiatives, evaluation their effectiveness and making recommendations for continuous improvement initiatives ensuring alignment with Our Values and strategic goals. • Ensure that the employee engagement process is inclusive, accessible, and transparent. 	Engagement survey is designed and implemented on time with high participation rates. The survey captures the key aspects of employee experience, including job satisfaction, leadership effectiveness, and organisational culture. The data from the engagement survey's and exit interviews is analysed effectively, with clear, actionable focus areas. Key initiatives based on survey feedback are implemented and initiatives show measurable improvements in employee engagement responses.
Awareness of Our Values	<ul style="list-style-type: none"> • Support the development, communication, and integration of Our Values across the entire organisation. 	Success will be measured by how well employees understand and embrace the

Accountabilities	Activities/Tasks include:	Success looks like ...
	<ul style="list-style-type: none"> • Support the design and implementation of initiatives to regularly reinforce Our Values, including communication campaigns and initiatives. • Support the development and implementation of values-based recognition approaches that acknowledge and celebrate exceptional performance or behaviour. 	<p>organisational Values and evident through engagement survey's, focus groups, and individual feedback.</p>
Organisational Capability	<ul style="list-style-type: none"> • Regularly assess and update the Capability Framework to incorporate emerging skills and competencies, ensuring it supports development and success of both individuals and teams across the organisation. • Collaborate with the HR Team, organisational leaders, and other stakeholders to integrate the Capability Framework into various organisational processes including Position Descriptions, recruitment material, and employee information packs. • Analyse Personal Development Discussion (PDD) outputs on a regular basis and provide key insights to the Organisational Development Team to inform the design and implementation of annual Training and Development programs. Offer guidance and support to leaders, ensuring employee goals are aligned with organisational priorities. 	<p>The Capability Framework is regularly updated to incorporate emerging skills, competencies, and industry best practices. Through the analysis of engagement surveys, personal development discussions, and collaboration with organisational leaders, tangible improvements are identified and reported.</p> <p>The Capability Framework is successfully embedded into key organisational processes, providing clear and transparent direction for both leaders and employees. It also supports the assessment of both lead and lag indicators, ensuring alignment with organisational goals.</p> <p>Insights gained from analysing Personal Development Discussion outputs are effectively used to shape the annual Training and Development programs, ensuring that employees are equipped with the necessary skills and competencies to succeed in their roles.</p>
Support program adoption	<p>Support the implementation and overall employee experience across various programs, project, and change management initiatives as indicated by the Organisational Development Team Leader. These programs, which may have enterprise level or operational level impact encompass a range of initiatives, including but not limited to:</p> <ul style="list-style-type: none"> • Implementation of Enterprise Agreements. • Corporate Application Review Projects. • Initiatives developed by organisational committees and groups. 	<p>Positive feedback from employees about program experiences is gauged through engagement and post implementation surveys.</p> <p>Successful completion of key milestones in various initiatives as directed.</p> <p>Clear evidence of improved team performance, alignment</p>

Accountabilities	Activities/Tasks include:	Success looks like ...
	<ul style="list-style-type: none"> • Support employees and leader's utilisation and assessment of Self-Care Plans. • Apprenticeship and Traineeship programs and development. • Implement "walk in my Shoes" programs to help employees gain insight into other teams' tasks and responsibilities, fostering greater collaboration and accountability across the organisation. 	<p>with organisational or team priorities.</p> <p>Positive experiences and enabling understanding of task diversity across the organisation driven by our People Matter Value and behaviour descriptors.</p> <p>Success will be evident when employees demonstrate a deeper understanding of other teams' roles, collaborate more effectively across departments, and have a clear awareness of each team's impact and challenges.</p>
Employee Development Framework	<p>Support the design, implementation, and ongoing delivery of the Employee Development Framework and annual Training and Development Programs. This includes:</p> <ul style="list-style-type: none"> • Collaborating with the Organisational Development Team and other teams to set up and coordinate various workshops. • When necessary, assisting with facilitation of training sessions to ensure effective employee training development. • When necessary, consulting with internal/external subject matter experts, researching, and writing organisational training content. 	<p>The Employee Development Framework and annual Training Program are successfully rolled out across the organisation, meeting timeframes and as identified via lead and lag metrics.</p> <p>Positive feedback from employees and managers regarding the quality and relevance of the training sessions, with employees feel empowered and equipped with new skills.</p>
Analysis, Evaluation, and Reporting	<ul style="list-style-type: none"> • Gather, assess, and organise data from multiply sources to ensure accuracy and reliability. • Provide actionable insights by interpreting data and reporting findings to inform the Organisational Development Team deliverables. • Identify areas of improvement through data assessment to inform the Organisational Development Teams continuous improvement activities. 	<p>Data is collected from reliable sources and is consistently accurate, with minimal errors, ensuring that the Organisational Development Team can depend on it for effective planning and business analysis.</p> <p>Actional items for improvement are clearly supported by the data, allowing for a direct link between insights and proposed changes.</p> <p>The outputs and business improvements (ROI) driven by the Organisational Development Team can be</p>

Accountabilities	Activities/Tasks include:	Success looks like ...
		accurately measured and reported through detailed quarterly reports
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>	
<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.</p>		

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 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
<ul style="list-style-type: none"> Lead and Develop People: lead, coach and mentor people to work efficiently and effectively Inspire Direction and Purpose: generates support and commitment to organisational goals and plans Work Collaboratively: with all teams across the City of Launceston Project management: Ability to effectively and efficiently plan and facilitate the implementation of initiatives and communicate demonstrable outcomes Excellent communication skills: Ability to communicate effectively with a wide range of employees

QUALIFICATIONS AND EXPERIENCE

- Relevant tertiary qualification and/or demonstrable experience in facilitation, project management, change management, and training and assessment in an action learning environment
- Hold and maintain a car licence as a minimum requirement (*failure to retain licence may result in the termination of employment*).

REPORTING STRUCTURE

Leader	Senior Leader People and Culture
Direct Reports	N/A

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

Internal	Nature of Relationships
All employees	Working with our people to implement initiatives.
leaders	Working with leaders to support them to lead their people in a way that is aligned with Our Values and organisational Capability Framework.
Manager People and Culture	Ensure alignment with organisational approaches to initiatives e.g. Cultural Roadmap, OCI action planning, PDD's, performance management etc.
External	Nature of Relationships
Relevant to the role	Collaborate with external subject matter experts to provide industry or relative knowledge related the roles accountability

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

Purchasing Approvals	Limit \$1000.00
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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.

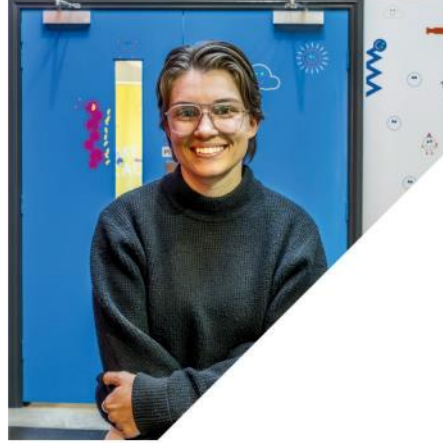
By accepting this position the employee undertakes:

- 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

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.



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