



Employment Information Package

ADMINISTRATIVE ASSISTANT – COMMUNITY DEVELOPMENT

Enquiries:

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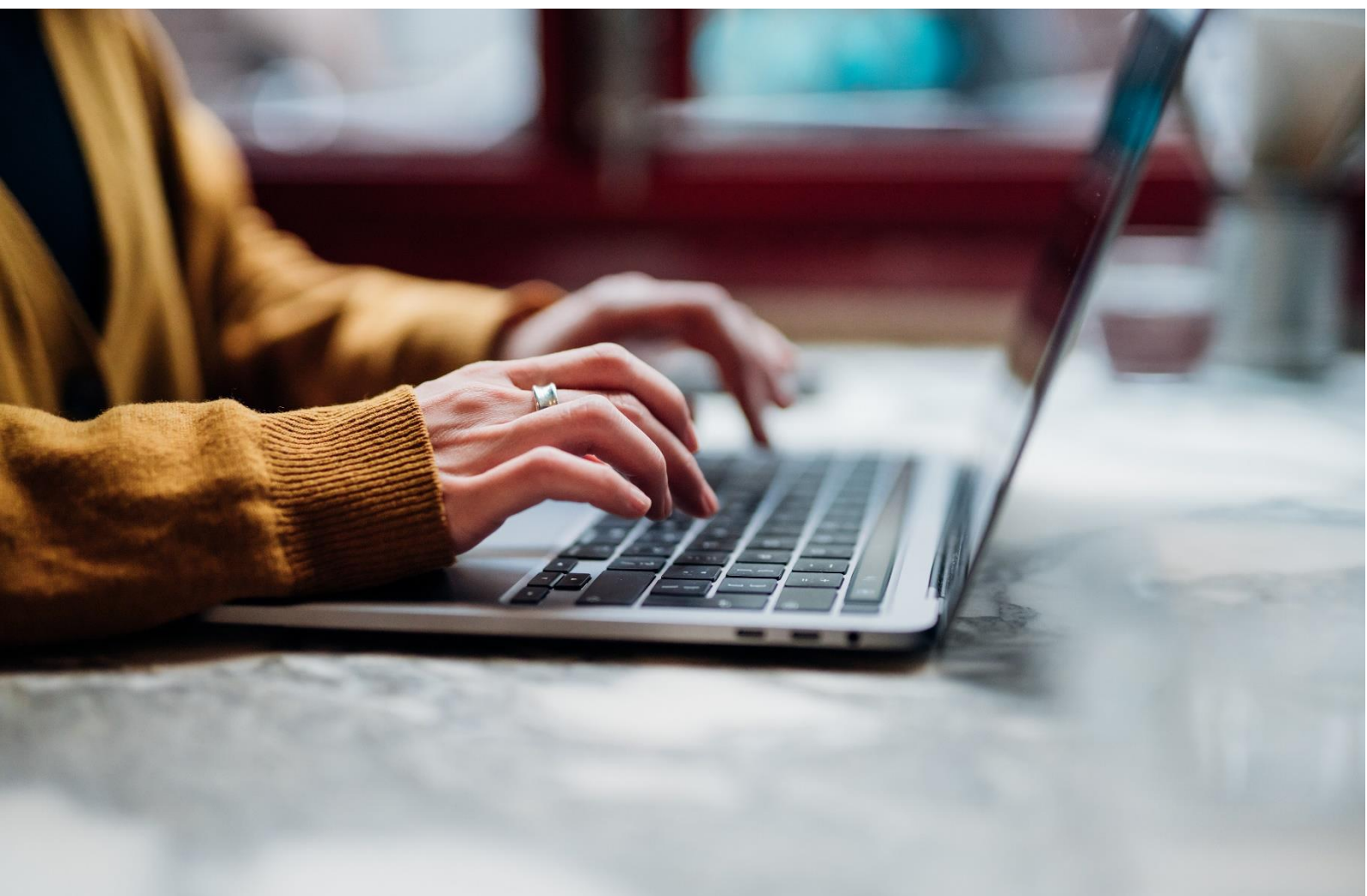
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Applications close: 4.00pm on 26 April 2024

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ABOUT OUR REGION

Tasmania's Central Coast is set in the heart of the north-west coast, spanning an area of 932km², with a population of 23,360 people. We are a vibrant and thriving community that continues to draw inspiration and opportunities from its natural beauty, land, and people, who are connected by a powerful sense of belonging.

The coastal townships of Penguin and Ulverstone are the main population centres, providing key services to a growing population. Our region has great restaurants, cafés, vineyards, and breweries, exceptional recreational facilities and expansive open spaces underpinned by coastal and country vistas.

The Central Coast is at the forefront of agricultural production, particularly for poppies, pyrethrum, peas, potatoes, and onions, as well as timber production and livestock enterprises. Tourism continues to be a growth industry, which is mirrored by increasing rates of residential and commercial investment.

CHIEF EXECUTIVE OFFICER'S MESSAGE

Tasmania's Central Coast Council has embarked on a cultural journey where the focus is on our people. Things get done through people, and we want to ensure our councillors and staff are able to be the best they can at work, at home and in our community.

We are seeking an Administrative Assistant to join our team and provide administrative support to our Community Development team. The successful candidate will play a key role in assisting with the day-to-day operations and services, helping to ensure the efficient delivery of support to our community.

Reporting to the Manager Community Development and working collaboratively with other team members the Administrative Assistant will provide general administrative support including funeral bookings, reservations for the Council's memorial parks and coordinating the operations of the Council's Aged Person Home Units.

This is an excellent opportunity to work in a friendly work environment with a team that is dedicated to fostering a culture of inclusiveness and respect where every employee feels valued and supported.

There's never been a better time to join the thriving team here in Tasmania's wonderful Central Coast.



Barry Omundson

CHIEF EXECUTIVE OFFICER

POSITION DESCRIPTION

Position Context and Objectives

This position is responsible for administering Council services and providing administrative support to the Community Development team.

Key Responsibilities and Performance Measures

Key Responsibilities

Property Management

- Coordinate the operations of the Council's Aged Person Home Units including tenanting, unit inspections, tenancy agreements, and the waiting list.
- Supervise the management of rental properties by the Council's real estate agent.

Cemeteries

- Undertake administrative duties such as funeral bookings, keeping of records, pre-payments, reservations, charges, and dealing with general enquiries.
- Manage reservations for the Council's Memorial Parks, including the keeping of records of plaques and ashes install.

Administrative Support

- Provide high-level administrative support to the Community Development team.
- Assist with the preparation of leases and licences using existing templates.
- Provide administrative support for Community Development related events, projects and committees.
- Coordinate the organisation, compilation and distribution of agendas and minutes.
- Provide meeting support, including set-up, clean-up, and catering, occasionally outside of normal working hours.
- Ensure all public documents and correspondence, both internal and external, are accurate and created in accordance with correspondence standards and templates.
- Assist with the creation and distribution of correspondence, reports, presentation and flyers.

Council facility bookings

- Administer the Council's booking system and liaise with hirers, to ensure bookings are recorded accurately and users' needs are met.

Other duties

- Procure resources via the procurement process.
- Ensure procedures exist for this role and are up to date.
- Participate and work effectively as a team member by attending regular staff meetings and professional development.

- Undertake any other duties as are reasonable within the limits of the employee's skills, competence, and training.

Performance Measures

- Maintain key relationships and follow corporate protocols.
- Meet customer service standards, procedures, and timeframes.
- Provide accurate and timely information to customers.
- Ensure documents exist and are produced to a high standard.
- Meeting actions and outcomes are followed up and completed in a timely manner.
- Maintain a high level of knowledge of services the Council provides.
- Maintain polite and professional communication via phone, email and mail.
- Maintain a digital first approach to internal and external service delivery, while meeting the Council's hard copy records management and archiving requirements in accordance with documented policies and procedures.
- Positive feedback is received from events, community groups, facility users and hirers of facilities.
- Adhere to working hours.

Corporate Accountabilities

All staff are required to observe the following corporate accountabilities:

- 1 Understand and promote Council's Strategic Objectives and Core Values.
- 2 Adhere to Council's Organisational Values, Plans, Policies and Procedures including the Customer Service Charter, Information Technology, Records Management, Risk Management, Human Resources, Work Health & Safety, Code of Conduct and Enterprise Agreement.
- 3 Compliance with all legislative requirements and ethical standards.

Extent of Authority

The employee exercises powers and duties within the classification of the role and as defined by policy, budget, allocation and specified individual and Departmental performance plans. Where decisions exceed their delegation, the employee will refer the matter to their Immediate Supervisor. Delegations are exercised in accordance with the Delegations Register approved by the Chief Executive Officer.

Personal Attributes

Build relationships – the ability to develop a rapport with others and form working relationships, listen effectively, manage conflict, understand, and respect cultural differences with a focus on interpersonal skills.

Initiate – ability to show initiative in planning and developing new ideas and approaches, and to implement and communicate change effectively.

Communicate effectively – speak, listen, and write in a clear, thorough, and timely manner using appropriate and effective communication tools and techniques.

Make decisions – assess situations to determine the importance, urgency, and risks and make clear decisions which are timely and in the best interests of the Council.

Organise – set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information, and activities.

Solve problems – assess problem situations to identify causes, gather and process relevant information, generate possible solutions.

Teamwork – work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance teamwork.

Behave ethically – understand ethical behaviour and ensure that own behaviour and the behaviour of others is consistent and aligns with the values of the Council.

Honesty and integrity – high standard of honesty and integrity which inspires trust and confidence.

SELECTION CRITERIA

Applicants must address the following:

Essential:

- 1 Demonstrated experience in an Administrative Assistant role or similar.
- 2 Strong computer skills, proficient in Microsoft 365 programs including Word, Excel, PowerPoint, SharePoint, Publisher, and Outlook.
- 3 Proven high standard of written and verbal communication skills, including attention to detail.
- 4 Exceptional organisational skills, together with a proven ability to prioritise tasks and work effectively in a changing environment.
- 5 Excellent interpersonal skills, including the ability to positively engage with a diverse range of people and handle challenging situations.
- 6 Current driver's licence.

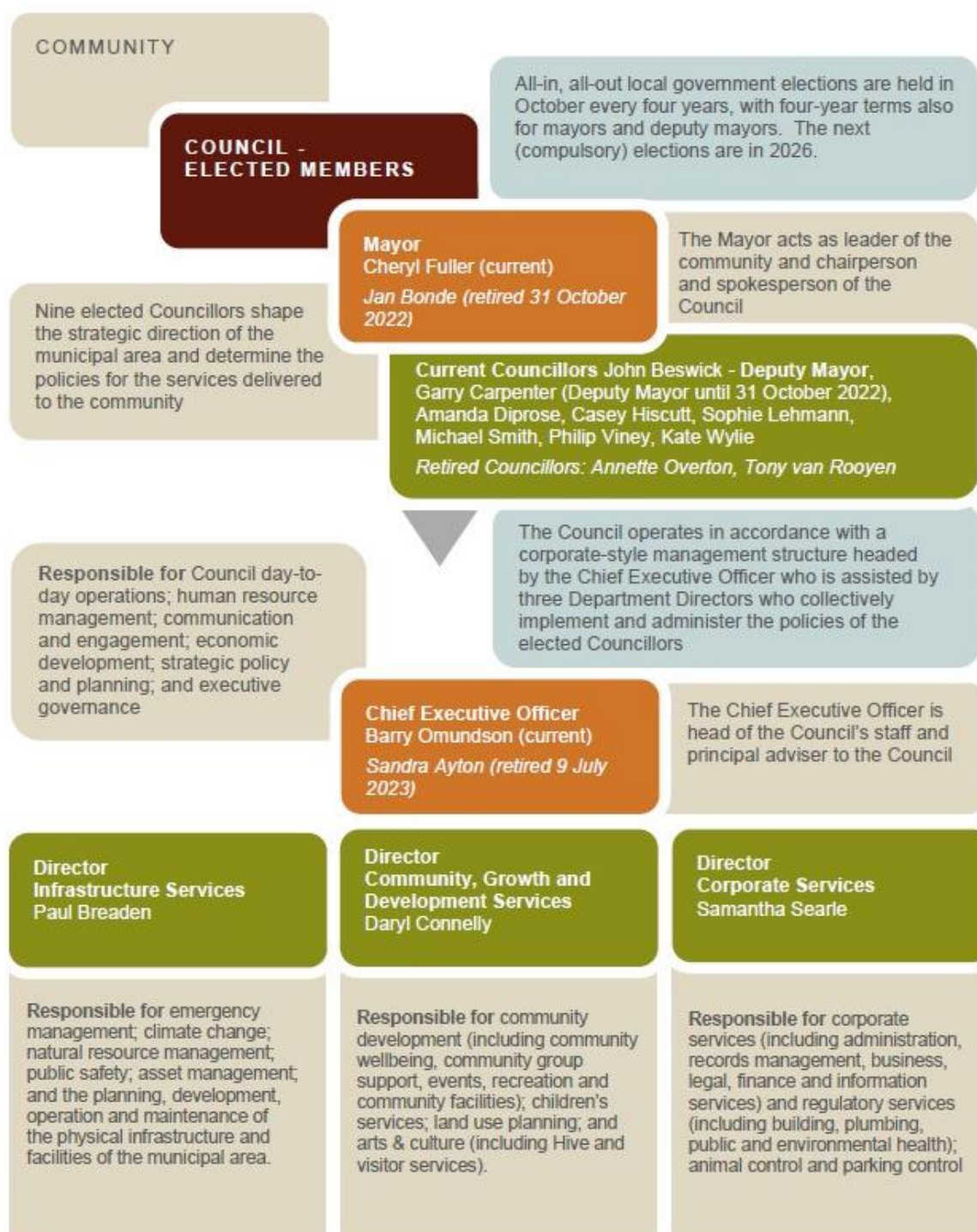
Desirable:

- 7 Previous experience in one or more of the following areas – property management or community services.

OUR ORGANISATION

The Central Coast Council operates in accordance with a corporate-style management structure headed by new Chief Executive Officer, Barry Omundson, and assisted by three Department Directors. Collectively and in conjunction with 220 passionate and highly skilled staff, our team implements and administers the policies set out by elected Councillors, under the guidance of current Mayor, Cr Cheryl Fuller. We are also undergoing some exciting organisational changes, with a new Mission and Vision, all set out in the new [Our Place – Our Future, First Steps plan](#).

ORGANISATIONAL CHART



ORGANISATIONAL VALUES



In addition to the Organisational Values, our Council is committed to taking the lead on preventing violence by actively promoting gender equality. Council implemented a workplace equality and respect program, including several staff workshops held over 2022–2023. We are proud to be developing a culture that actively reduces the prevalence of violence and promotes workplace equality and inclusion for all employees.

The Central Coast Council 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 Central Coast Council 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.

INFORMATION FOR APPLICANTS

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

- 1 Cover letter
- 2 Statement addressing the selection criteria, limited to no more than 4 pages in total.
- 3 Resume

The online Application for Employment and further information can be accessed on our website: www.centralcoast.tas.gov.au/employment-how-to-apply/

Your covering letter should introduce yourself and explain why you are applying for the role.

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 in this information kit pages 4–6.

The selection criteria consist 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.

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 three referees.

If we can assist you with any reasonable adjustments in order to submit your application for this role, please contact us.

RECRUITMENT STEPS

APPLICATION RECEIVED

SHORTLISTING

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

INTERVIEW PROCESS

PRE-EMPLOYMENT CHECKS

- Reference check, police check, medical assessment, drug, and alcohol screening.
 - May include psychometric testing or similar.
- *All costs covered by Central Coast Council.

**SUITABILITY DETERMINATION AND
PREFERRED CANDIDATE IDENTIFIED**

LETTER OF OFFER

GENERAL CONDITIONS OF EMPLOYMENT

Position title	Administration Assistant – Community Services
Reports to	Director Community, Growth & Development
Status	Full-time permanent
Work pattern	Monday to Friday, 39.5 hours per week with a monthly rostered day off.
Salary range	\$72,631 Administration/Clerical Remuneration will be negotiated with the successful candidate, commensurate with qualifications, skills, and experience.
Superannuation	Council’s Enterprise Agreement contains generous superannuation provisions, with Council making additional contributions over and above the legislated 11% Superannuation Guarantee Charge (SGC), when an employee makes their own contributions (see table below).

Employee contribution	Council contribution
0% – 2%	SGC
3%	SGC + 1%
4%	SGC + 2%
5%	SGC + 3%
6%	SGC + 3.5%

The Central Coast Council Enterprise Agreement 2021 also includes:

Annual leave: Employees are entitled to 4 weeks (pro-rata for part-time employees) annual leave per year, plus leave loading.

Personal leave: Employees are entitled to ten days (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.

Primary and secondary carers leave: Employees are entitled to twelve weeks paid leave for the primary carer and five days paid leave for the secondary carer.

Long service leave: Long service leave applies after 10 years continuous service with one or more Tasmanian councils.

The Enterprise Agreement can be viewed [here](#) on the Fair Work Commission website.



CENTRAL COAST
COUNCIL

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