

TENTERFIELD SHIRE COUNCIL



Position Information Package

Administration & Web Assistant

Reference No: 2/22

Index

Item
Copy of Advertisement
Job Application Cover Sheet
Position Description (Including Selection Criteria)
Important Information for Applicants All applicants are requested to read this information

March 2022



POSITION VACANT

Applications are invited for the below position:

Administration & Web Assistant - PV 2/22

Salary: \$54,480p.a - \$62,332p.a + 10% superannuation + 9 day fortnight.

An exciting opportunity has arisen for a highly motivated professional to join our Civic section, on a full time basis.

You will possess excellent communication, interpersonal and IT skills, along with relevant experience for the delivery of administration, communications and media functions, while providing secretarial support to the Executive Assistant & Media.

This multi-skilled role is a part of the Office of the Chief Executive team, and liaises with internal and external stakeholders, and at times may be required to directly liaise with Council's "shareholders". The role provides the management of website maintenance/reviews and digital publications, navigation of Council information through communication technologies and record systems.

Tenterfield Shire offers a supportive workplace culture built around our values of "ICARE", with fantastic working conditions and a range of additional benefits to help you enjoy life in our local community, including:

- 9 day fortnight;
- 15 days accumulative annual sick leave;
- 4 weeks Annual Leave;
- Annual performance appraisals and Award increases;
- Relocation assistance (negotiable for the right applicant);
- Further learning and development opportunities;
- Access to onsite monthly counselling through our Employee Assistance Program (EAP).

If you possess the relevant qualifications, skills and experience, have an interest in the local community, and would like an opportunity to obtain a challenging and rewarding position, we encourage you to apply.

Further information and details can be obtained in Council's **Position Information Package**, or by contacting Council's HR, Workforce Development & Safety Team on 02 6736 6000 (during business hours).

Applications **addressing the selection criteria** should be **emailed** to the Chief Executive at hr@tenterfield.nsw.gov.au quoting the reference number and be submitted by no later than **4.00pm, 7 April 2022**.

Tenterfield Shire Council is an Equal Opportunity Employer and proudly embraces the following values: Integrity, Community Focus, Accountability, Respect & Excellence (ICARE).

Applicants must be an Australian citizen/resident or hold a visa that allows employment in Australia.

Daryl Buckingham
Chief Executive



**TENTERFIELD SHIRE COUNCIL
JOB APPLICATION
COVER SHEET
Reference No 2/22**

Position applied for: Administration & Web Assistant

Mr **Family Name:** _____

Mrs **Given Names:** _____

Ms **Preferred Name:** _____

Miss

Other

Postal Address:

Telephone (please ensure you can be contacted on this number during business hours i.e. 9am - 5pm)

Home: _____

Mobile: _____

Other: _____

Email: _____

Please tell us where you heard about this position _____

THIS COVER SHEET MUST BE ATTACHED TO YOUR APPLICATION

Address all correspondence to:

Chief Executive
Tenterfield Shire Council
**Confidential: Job Ref No: 2/22 –Administration &
Web Assistant**
PO Box 214
TENTERFIELD NSW 2372
hr@tenterfield.nsw.gov.au

Job Enquiries:

HR, Workforce Development & Safety
Phone: (02) 6736 6000 (during business hours)
Email: hr@tenterfield.nsw.gov.au



Position Description
Administration & Web Assistant

Quality Nature - Quality Heritage - Quality Lifestyle

Division:	Office of the Chief Executive
Section:	Chief Executive Office
Position Identifier:	AWA/V2
Classification:	Grade 8
Industrial Instrument:	Local Government (State) Award
Location:	Administration Building, 247 Rouse Street, Tenterfield.
Date position description approved	24/03/2021

Council overview

Tenterfield is situated in the New England Region of NSW and is known as the Birthplace of the Australian Nation. As a Rural Medium sized Council we enjoy the benefits of rural lifestyle with ready access to Northern Coastal/Beach areas of NSW and the facilities that the nearby Queensland Granite Belt and greater Brisbane hinterland can afford. Academic needs are well served in the region as are cultural and outdoor pursuits. Our mission is to provide quality leadership and services within our Local Government area, with resources aligned to supporting our community vision as articulated in our Community Strategic Plan.

Council values

Council values are ICARE - Integrity, Community, Accountability, Respect and Excellence.

Council values the staff and their safety and acts to develop the workforce in accordance with the Workforce Plan. Council is committed to being an employer of choice by pursuing a workforce culture of excellence and fostering an environment where staff are empowered, challenged and invested-in whilst maintaining a flexible balance between work and life commitments. Change, challenge and opportunity are features of our Council seeking to deliver excellence within our means.

Primary purpose of the position

To provide the delivery of administration, communications and media functions, meeting scheduled deadlines and maintaining productive working relationships with internal and external stakeholders.

Design, maintain and update Councils website ensuring accuracy and marketing efficiency.

Key accountabilities

Within the area of responsibility, this role is required to:

Media and Communications

- Developing communications material including press releases, fact sheets, website copy, briefing notes for the media.
- Liaising with journalists/media outlets and maps their areas of focus against the organisation's.
- Co-ordination of media events.
- Media monitoring and advertising.
- Developing campaign messages from research/polling.
- Working with other officers to achieve our major media and campaign objectives.
- Assisting with the development, implementation and evaluation of corporate communications policy and protocols.
- Maintenance of Council's Policy, Protocols and Procedures registers.

Council and Committee Meetings

- Help in preparation and distribution of meeting notices.
- Type items from the Chief Executive and other staff for inclusion in Council's Business Paper.
- Assist with assembly and distribution of Council's Business Paper and Minutes.
- Preparation of monthly Minute Sheets (photocopying, storage, signatures and scanning) as required by the Local Government Act 1993.
- Overseeing the preparation of meeting rooms including morning and afternoon tea and luncheon for Council and Committee meetings and civic/official functions.
- Taking of Ordinary Council meeting Minutes in the absence of the Executive Assistant.
- Webcasting of monthly Council Meetings.
- Preparation of Council Minutes – Action Taken Follow up Sheets for the Chief Executive, Senior Staff and Managers, in the absence of the Executive Assistant & Media.
- Preparation of Council and Committee Reports for inclusion on Council's website and the Document Management System.
- Organise Council's Minute Sheets and Business papers for scanning for permanent record.

Council's Website

- Design, maintain and update Councils website ensuring accuracy and marketing efficiency.
 - Format and distribute Council's electronic fortnightly newsletter on Councils website.
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Human Resources

- Liaise with the HR & Workforce Development Coordinator in regards to the placement of recruitment advertisements in newspapers, advertising media and Position Information Packages for Council's website.

Administrative Duties

- Proof reading of documents, paying close attention to detail.
- Typing of correspondence, forms and media releases for the Chief Executive and other staff members as required.
- Provision of assistance to the Executive Assistant & Media as required.
- Layout and Distribution of Council's Fortnightly Newsletter "Your Local News".
- Answering of phone enquiries, taking messages.
- Collate and bind documents. General photocopying, scanning and records document management duties as required.
- Organise travel and accommodation bookings as required.
- Order Council's bulk stationary order.
- Organise Council's copies of the Newspapers for permanent binding.
- Process payments for various incoming invoices/accounts.
- Other duties as required by the Executive Assistant & Media.

Relieving

- This role may be required to relieve in the following positions during periods of leave:
 - Executive Assistant & Media

Note: Other duties within the skills, competency and qualification requirements for the position.

Key challenges

Provide the delivery of administration, communications and media functions, meeting scheduled deadlines and maintaining productive working relationships with internal and external stakeholders.

Provide an attractive and maintained Website.

Key internal relationships

Who	Why
Chief Executive, Executive Assistant & Media, Administration & Customer Service Officer, HR & Workforce Development Coordinator, all other staff as required.	Service Delivery

Key external relationships

Who	Why
Ratepayers, Community Members, Council Stakeholders.	Service Delivery

Key dimensions

Decision Making

In line with approved delegations.





Reports to

Executive Assistant & Media.

Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>.

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Local Government Capability Framework		
Capability Group	Capability Name	Level
	Manage Self	Adept
	Display Resilience and Adaptability	Intermediate
	Act with Integrity	Intermediate
	Demonstrate Accountability	Intermediate
Personal attributes		
	Communicate and Engage	Intermediate
	Community and Customer Focus	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
Relationships		
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Create and Innovate	Foundational
	Deliver Results	Intermediate
Results		
	Finance	Foundational
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Foundational
Resources		

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> • Initiates action on team/unit projects, issues and opportunities • Accepts and tackles demanding goals with drive and commitment • Seeks opportunities to apply and develop strengths and skills • Examines and reflects on own performance • Seeks and responds well to feedback and guidance
Personal Attributes Display Resilience and Adaptability	Intermediate	<ul style="list-style-type: none"> • Adapts quickly to changed priorities and organisational settings • Welcomes new ideas and ways of working • Stays calm and focused in difficult situations • Perseveres through challenges • Offers own opinion and raises challenging issues
Personal Attributes Act with Integrity	Intermediate	<ul style="list-style-type: none"> • Maintains confidentiality of customer and organisational information • Is open, honest and consistent in words and behaviour • Takes steps to clarify ethical issues and seeks advice when unsure what to do • Helps others to understand their obligations to follow the code of conduct, legislation and policies • Recognises and reports inappropriate behaviour, misconduct and perceived conflicts of interest
Personal Attributes Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> • Follows through reliably and openly takes responsibility for own actions • Understands delegations and acts within authority level • Is vigilant about the use of safe work practices by self and others • Is alert to risks in the workplace and raises them to the appropriate level
Relationships Communicate and Engage	Intermediate	<ul style="list-style-type: none"> • Focuses on key points and communicates in 'Plain English' • Clearly explains and presents ideas and technical information • Monitors own and others' non-verbal cues and adapts where necessary • Listens to others when they are speaking and asks appropriate, respectful questions • Shows sensitivity in adapting communication content and style for diverse audiences

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Community and Customer Focus	Intermediate	<ul style="list-style-type: none"> Identifies and responds quickly to customer needs Demonstrates a thorough knowledge of services provided Puts the customer and community at the heart of work activities Takes responsibility for resolving customer issues and needs
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> Contributes to a culture of respect and understanding in the organisation Creates an atmosphere of trust and mutual respect within the team Builds cooperation and overcomes barriers to sharing across teams/units Relates well to people at all levels and develops respectful working relationships across the organisation Identifies opportunities to work together with other teams/units Acts as a resource for other teams/units on complex or technical matters
Relationships Influence and Negotiate	Intermediate	<ul style="list-style-type: none"> Builds a network of work contacts across the organisation Approaches negotiations in the spirit of cooperation Puts forward a valid argument using facts, knowledge and experience Asks questions to understand others' interests, needs and concerns Works with others to generate options that address the main needs and concerns of all parties
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> Participates constructively in unit planning and goal setting Helps plan and allocate work tasks in line with team/project objectives Checks progress against schedules Identifies and escalates issues impacting on ability to meet schedules Provides feedback to inform future planning and work schedules
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> Gathers and investigates information from a variety of sources Questions basic inconsistencies or gaps in information and raises to appropriate level Asks questions to get to the heart of the issue and define the problem clearly Analyses numerical data and other information and draws conclusions based on evidence Works with others to assess options and identify appropriate solutions

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Create and Innovate	Foundational	<ul style="list-style-type: none"> • Contributes own knowledge and ideas • Suggests improvements to the way work is done
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> • Takes the initiative to progress own and team work tasks • Contributes to the allocation of responsibilities and resources to achieve team/project goals • Consistently delivers high quality work with minimal supervision • Consistently delivers key work outputs on time and on budget
Resources Finance	Foundational	<ul style="list-style-type: none"> • Shows respect for the value of public money • Calculates and records financial information accurately • Seeks approval from manager/supervisor for expenses and claims, as required by policies or guidelines
Resources Assets and Tools	Intermediate	<ul style="list-style-type: none"> • Uses a variety of work tools and resources to enhance work products and expand own skill set • Ensures others understand their obligations to use and maintain work tools and equipment appropriately • Contributes to the allocation of work tools and resources to optimise team outcomes
Resources Technology and Information	Intermediate	<ul style="list-style-type: none"> • Shows confidence in using core office software and other computer applications • Makes effective use of records, information and knowledge management systems • Supports the introduction of new technologies to improve efficiency and effectiveness
Resources Procurement and Contracts	Foundational	<ul style="list-style-type: none"> • Complies with basic ordering, receipting and payment processes • Checks quotes and invoices for accuracy • Checks that invoiced fees and charges match goods or services delivered

Supplementary Information

Selection Criteria

(Applicant must address all selection criteria)

Essential:

1. Certificate IV in Business or Marketing & Communication, coupled with experience in communications, event management or public relations.
2. Excellent interpersonal, written and communications skills, with a high level of proficiency in content writing and proofreading.
3. Demonstrated high level of computer skills, and understanding of database management and online research tools.
4. Demonstrated high level of customer service skills, including the ability to effectively negotiate and liaise with a wide cross section of stakeholders, service providers and the wider community.
5. Proven ability to deliver strategies and practices that promote and optimise organisational outcomes, relevant to media, public relations and/or marketing.
6. Demonstrated experience in website maintenance.
7. Proven ability to work in a team environment and to develop productive working relationships.
8. Proven ability to work under pressure and meet deadlines. Practical thinking, planning and problem solving skills to achieve required results.
9. Sound knowledge and understanding of EEO principles including anti-discrimination, workplace health and safety and the ability to apply these principles in the workplace.
10. Demonstrated ability to act as an Executive Assistant and to manage media communications, lodge news releases and advertising.
11. Pass Police/Criminal Check.

Desirable:

1. Diploma/Tertiary qualifications in Business or Marketing and Communication or equivalent.
 2. Completion of IT and Web Developer Courses.
 3. Advanced knowledge of Microsoft Office Suite of applications.
 4. Previous experience in an administration/secretarial role.
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General Information

Hours of work:

Full time 70 hour fortnight, or 35 hours per week. Hours of work are 8:30am to 5:00pm Monday to Friday with a 43 minute lunch break. Staff adhere to a nine day fortnight policy.

Some variation in work hours will be required, depending on work status including overtime requirements and variation to RDO's.

Leave entitlements:

These entitlements are in accordance with the NSW Local Government (State) Award and include four (4) weeks annual leave and fifteen (15) days sick leave per year.

Criminal Record Check:

The successful applicant will be required to undergo a Criminal Check prior to appointment to the position.

Medical examination:

The successful applicant will be required to undergo a Pre-Employment Medical Examination with the Doctor of his/her choice, at Council's expense. Council will provide a standard medical form.

COVID Vaccination Status:

The successful applicant will be required to provide a copy of their COVID Vaccination Certificate or approved medical contraindication Certificate pre-employment.

Performance Evaluation:

Performance evaluation will be in accordance with Council policy.

WHS Responsibilities:

Staff have a duty of care to adhere to the following:

- Ensure all work is performed in accordance with Council's Health and Safety Policy.
- Take reasonable care for individual safety and that of others.
- Demonstrate an understanding of the health and safety issues associated with the position and immediate work environment.
- Report all identified hazards, accidents/incidents and near misses to immediate supervisor/manager.

Equal Employment Opportunity:

Tenterfield Shire Council promotes the principles and practices of Equal Employment Opportunity by adhering to the following:-

- Merit based selection;
- The attainment of a diverse and multi skilled workforce;
- Embody a workplace culture that promotes fair and equitable practises at all levels of the organisation.

Staff are requested to adhere to the principles of EEO by conducting their duties and treating fellow co-workers in a non-discriminatory, courteous and respectful manner.

Smoke – Free Workplace:

Tenterfield Shire Council provides a 'smoke free' work environment. Council policy prohibits smoking in all Council buildings, vehicles and plant.

Learning and Development:

The position incumbent must comply with essential learning and development requirements as provided for within Council's Training Plan, and other L&D initiatives designed to enhance individual performance.

Code of Conduct and Council Policies, Protocols and Procedures:

The position incumbent must adhere to TSC Code of Conduct and current and amended Council policies, protocols and procedures for the duration of their employment. Policies can be accessed on Council's website.

Council Uniform:

Administrative staff may participate in Council's Corporate Uniform Program (please discuss with HR, Workforce Development & Safety at the time of appointment).

Physical:

The incumbent must be physically able to carry out administrative tasks in an ergonomically safe and healthy manner.

Job Description:

This position description is indicative and duties may be reviewed and amended from time to time to ensure that outcomes are coordinated within Council's Operational Plan and Delivery Plan.



IMPORTANT INFORMATION FOR APPLICANTS

Thank you for your interest in seeking employment with Tenterfield Shire Council. Please read the following information, this will assist you in completing your application.

The recruitment, selection and appointment process of Tenterfield Shire Council is guided by Equal Employment Opportunities (EEO) legislation and practices common to all public sector organisations.

Merit is the basis of selection and is measured by how well applicants address the selection criteria listed in the **Position Description** and how they present at interview.

The Job Information Package

This package contains all the information you require to apply for the position. Please read it carefully and follow the instructions and guidance. This will assist you greatly when completing and lodging your job application.

The Position Description

Council's position descriptions describe the tasks and duties the position incumbent is required to perform to fulfil the responsibilities of the position.

It's in your best interest to read the schedule of duties to make sure you have the required knowledge, skills and experience to do the job competently.

Selection Criteria (Essential and Desirable)

The Essential Criteria must be met if you are to fulfil the responsibilities of the job. Applicants need to demonstrate that they meet the criteria and their level of competence. If you cannot demonstrate this it is unlikely you will be considered for the position.

The Desirable Criteria enhances your qualifications for the job. You may still be selected for further consideration if you do not meet any or all of these criteria, but illustrating that you do will improve your chances considerably.

It's important that you are able to detail how and why you consider yourself suitable for the position by thoroughly addressing each of the selection criteria. Each selection criterion should be responded to separately. If your application does not address each of the selection criteria your application is likely to be culled.

When addressing the selection criteria take into account the following:-

Demonstrated means that you have actually performed the activity or applied the skill in the past as opposed to having the potential to do so.

Knowledge of or the ability to rapidly acquire the knowledge of means that you already have the required knowledge or you can provide examples of past situations which have required the rapid acquisition of knowledge.

Thorough, sound or high level indicates that a more advanced level of knowledge or skill may be required.

Shortlisting and Interview

Shortlisting of job applications for positions is usually carried out on receipt of individual applications. The application is then assessed against the criteria. If the criteria is met, an interview will be offered and held with at least two (2) panel members that are staff members of Council. The applicant will be contacted by phone if an interview is offered.

Interviews are normally held at a Council facility. Face to face interviews are preferred; however, if an applicant is unavailable for a personal interview due to excessive distance or other reasonable grounds, Council will conduct a tele conference. The same interview questions and format is followed for each candidate and the interview process usually can take between 30-45 minutes.

Referees

Applicants are asked to provide contact details of a minimum of two (2) current referees. Council prefers that referee information includes the applicant's relationship to the referee, for example Supervisor/Manager.

Please note that it is the responsibility of the applicant to advise their referees that they are applying for a position and secure their permission as a point of reference for Council to make contact directly with them.

Appointment Process

The process normally takes up to a week from the time of interview to the time of advising the successful applicant.

The successful applicant is contacted by telephone at which time a verbal offer of employment is made pending a satisfactory pre-employment Medical and security check. If the applicant accepts the position, the HR team then initiates the pre-employment process. Unsuccessful interviewees are advised in writing.

Some general points to remember when applying for a position

- Applicants are encouraged to read the Position Information Package.
- Your application should include Council's Job Application Cover Sheet, your resume (including your employment history and any qualifications) and your response to the selection criteria (essential & desirable).
- Please do not enclose original documents in your job application. Council will not be responsible for misplacing original documents.
- Please keep a copy of your application.
- Applications should be emailed and addressed to the Chief Executive.

If you require further information in relation to Council's recruitment processes, please contact HR, Workforce Development & Safety.
