



Position Description
Visitor Services Assistant (Casual)

Quality Nature - Quality Heritage - Quality Lifestyle

Division:	Office of the Chief Executive
Section:	Communications & Economic Development
Position Identifier:	VSA/V1
Classification:	Grade 5
Industrial Instrument:	Local Government (State) Award
Location:	Tenterfield Visitors Information Centre located in Rouse Street, Tenterfield
Date position description approved	February 2023

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

Supervise the day-to-day operations of the Tenterfield Visitor Information Centre, including rostering and oversight of the volunteers including training, to ensure visitors

are greeted in a friendly courteous and welcoming fashion. Provide information on attractions, historical sites, accommodation, events, scenic drives and places of interest, dining, directions and road conditions and other facilities and services as required. Overseeing gift shop, cash handling and reconciliation. Assist with marketing and website updates as required.

Key accountabilities

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

- Provide visitor information services to visitors and local residents in-person, over the phone and by written communication to promote Tenterfield as an attractive place to visit, stay and enjoy.
- Assists with maintaining a Level 2 Accredited Visitor Information Centre.
- Willingness and availability to work regular weekend shifts.
- General administrative duties including reconciliation of sales and cash floats, processing payment of invoices, capturing and recording statistical information and other administration tasks as required.
- Provide high level customer service in person, over the phone and by email.
- Ensure displays and facility appearances are well maintained to a professional standard, including restocking of brochures and maps, regular cleaning and maintenance of all public areas and displays.
- Management of gift shop, including ordering, stocktaking and displays.
- Assists with recruitment, rostering and supervision of volunteers, providing training and guidance where required.
- Assists with tourism marketing activities as required including content development, special events, producing marketing collateral (printed and digital).
- Assist with the maintenance of the tourism website and social media as required.
- Work effectively within a team environment and maintain positive working relationships.
- Research destination and visitor services information as required.
- Abide by Council's Code of Conduct and other policies, procedures and protocols relevant to Council and this position.
- Assist with the maintenance and security of facilities in-line with regulatory and work health and safety governance standards.

Note: Other duties within the skills, competency, and qualification requirements for the position, and as required by the direct reporting manager or other Council staff.

Key challenges

Provide excellent customer service and information to visitors at the Visitor Information Centre across a broad range of topics and industries.

Willingness and availability to provide services on weekends when required.

Provide training support to Volunteers.

Key internal relationships

Who	Why
Senior Advisor Communications & Economic Development, and all other staff as required. Volunteers.	Service Delivery

Key external relationships

Who	Why
Ratepayers, Visitors, Community Members, local and regional businesses, suppliers and contractors, Destination NSW and other industry related networks.	Service Delivery

Key dimensions

Decision making

In line with approved delegations.

Reports to

Senior Advisor Communications & Economic Development

Indirect reports

Volunteers

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
 Personal attributes	Manage Self	Advanced
	Display Resilience and Adaptability	Adept
	Act with Integrity	Intermediate
	Demonstrate Accountability	Adept
 Relationships	Communicate and Engage	Adept
	Community and Customer Focus	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Plan and Prioritise	Adept
	Think and Solve Problems	Intermediate
	Create and Innovate	Intermediate
	Deliver Results	Intermediate
 Resources	Finance	Intermediate
	Assets and Tools	Foundational
	Technology and Information	Adept
	Procurement and Contracts	Foundational
 Workforce Leadership	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Workforce Contribution	Adept
	Lead and Manage Change	Foundational

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	Advanced	<ul style="list-style-type: none"> • Demonstrates motivation to serve the community and organisation • Initiates team activity on organisation/unit projects, issues and opportunities • Seeks and accepts challenging assignments and other development opportunities • Seeks feedback broadly and asks others for help with own development areas • Translates negative feedback into an opportunity to improve
Personal Attributes Display Resilience and Adaptability	Adept	<ul style="list-style-type: none"> • Is flexible, showing initiative and responding quickly to change • Accepts changed priorities and decisions and works to make the most of them • Gives frank and honest feedback / advice • Listens when challenged and seeks to understand criticisms before responding • Raises and works through challenging issues and seeks alternatives • Stays calm and acts constructively under pressure and in difficult situations
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	Adept	<ul style="list-style-type: none"> • Is prepared to make decisions within own level of authority • Takes an active role in managing issues in the team • Coaches team members to take responsibility and follow through • Is committed to safe work practices and manages work health and safety risks • Identifies and manages other risks in the workplace

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Communicate and Engage	Adept	<ul style="list-style-type: none"> • Tailors content, pitch and style of communication to the needs and level of understanding of the audience • Clearly explains complex concepts and technical information • Adjusts style and approach flexibly for different audiences • Actively listens and encourages others to provide input • Writes fluently and persuasively in a range of styles and formats
Relationships Community and Customer Focus	Adept	<ul style="list-style-type: none"> • Demonstrates a sound understanding of the interests and needs of customers and the community • Takes responsibility for delivering quality customer-focused services • Listens to customer and community needs and ensures responsiveness • Builds relationships with customers and identifies improvements to services • Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
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	Adept	<ul style="list-style-type: none"> • Builds a network of work contacts/relationships inside and outside the organisation • Approaches negotiations in the spirit of maintaining and strengthening relationships • Negotiates from an informed and credible position • Influences others with a fair and considered approach and sound arguments • Encourages others to share and debate ideas

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> • Consults on and delivers team/unit goals and plans, with clear performance measures • Takes into account organisational objectives when setting and reviewing team priorities and projects • Scopes and manages projects effectively, including budgets, resources and timelines • Manages risks effectively, minimising the impacts of variances from project plans • Monitors progress, makes adjustments, and evaluates outcomes to inform future planning
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
Results Create and Innovate	Intermediate	<ul style="list-style-type: none"> • Researches developments and trends in the industry • Thinks about issues and opportunities from different viewpoints • Links together unrelated ideas or events to generate insights • Identifies improvements to work systems, processes and practices
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	Intermediate	<ul style="list-style-type: none"> • Presents basic financial information clearly and in an appropriate format • Uses funds and records financial transactions in line with financial audit and reporting obligations • Makes expenditure decisions within budget limits • Uses financial and other resources responsibly and helps others understand their obligations to do so

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Resources Assets and Tools	Foundational	<ul style="list-style-type: none"> • Uses core work tools and equipment effectively • Takes care of work tools, equipment, accommodation and community assets
Resources Technology and Information	Adept	<ul style="list-style-type: none"> • Selects appropriate technologies for projects and tasks • Identifies ways to leverage the value of technology to achieve outcomes • Ensures team understands their obligations to use technology appropriately • Ensures team understands obligations to comply with records, information and knowledge management requirements
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
Workforce Leadership Manage and Develop People	Adept	<ul style="list-style-type: none"> • Seeks to understand the individual strengths, weaknesses, goals and concerns of team members • Defines and communicates roles and responsibilities and sets clear performance standards and goals • Coaches team members to help improve performance and development • Regularly discusses performance with team members and provides accurate, constructive reviews • Identifies suitable learning opportunities, including stretch assignments, based on individual needs, interests and goals • Addresses team and individual performance issues, including unsatisfactory performance, in a timely and effective way
Workforce Leadership Inspire Direction and Purpose	Intermediate	<ul style="list-style-type: none"> • Explains the organisation's mission and how the team's work relates • Promotes the organisation's direction and goals and encourages a positive attitude in the team • Discusses organisational issues with the team and helps them understand decisions in context • Recognises and acknowledges individual and team achievements

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Workforce Leadership Optimise Workforce Contribution	Adept	<ul style="list-style-type: none"> • Develops team / project plans that take into consideration individual capabilities, strengths and preferences • Identifies opportunities for stretch assignments to help grow the capabilities and experience of staff • Plans and monitors team resource allocation in line with organisational priorities • Makes informed contributions to workforce planning and resource allocation processes • Makes good recruitment decisions based on the capabilities, knowledge and experience required in the role
Workforce Leadership Lead and Manage Change	Foundational	<ul style="list-style-type: none"> • Supports change initiatives through words and actions • Shares information and communicates change processes • Supports the team to accept and manage uncertainty and change • Identifies and implements improvements to work processes and practices • Identifies and reports potential barriers to change

Supplementary Information

Selection Criteria

(Applicant must address all selection criteria)

Essential:

1. Previous experience in tourism, retail, business administration or events industry role.
2. Ability to develop an understanding of local tourism attractions and the operations of Visitor Information Centres.
3. Experience working in a team environment and specifically with volunteers, including scheduling of rosters, and providing guidance and training.
4. Demonstrated highly developed interpersonal skills with excellent communication skills with members of the community and businesses.
5. Excellent Customer Services skills and telephone manner.
6. Well-developed computer literacy skills with the ability to competently use database, spreadsheet and word-processing applications at an intermediate level.
7. Demonstrated ability to show initiative, work under limited supervision. Experience in planning and problem solving.
8. Current Class C Drivers licence.
9. Pass Police/Criminal Check. Working with Children Check.

Desirable:

1. Relevant tertiary qualifications or relevant work experience.
2. Experience in website and social media administration and content management.

General Information**Hours of work:**

Casual employment. Casual hours of work negotiated between the hours of 8:30am to 5.00pm Monday to Saturday. Hours are negotiated with direct Supervisor/Manager.

Some variation in work hours may be required, depending on operational and customer service needs, such as special events when required and regular weekend shifts.

Entitlements:

Employment entitlements are in accordance with the Local Government (State) Award, Casual employment.

As a Casual employee, a 25% loading in lieu of leave is provided, no leave entitlements will accrue.

Criminal Record Check:

The successful applicant will be required to undergo a Criminal/Security 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.

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, (including Volunteers) 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:

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

When required, Personal Protective Equipment (PPE) will be supplied and must be worn in accordance with Council policy.

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.

Position Holder:

Name (Print)

____/____/____
Date

Signature