

TENTERFIELD SHIRE COUNCIL



**Position Information Package
Re-advertised - Trainee: Services Operator (Tenterfield)
Reference No: 11/25**

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 2025



POSITION VACANT

Applications are invited for the below positions:

Re-advertised - Trainee: Services Operator (Tenterfield) – PV 11/25

This position would suit an individual with a keen interest in water & wastewater services with a willingness to learn.

Salary: Trainee Scale + Allowances + 11.5% superannuation.

Council has a terrific career opportunity available in the Tenterfield area of the Shire, within our Water & Waste team.

This is approximately a 3-year traineeship, where you will be required to undertake training to obtain Certificate III in Water Industries Operations or equivalent, where you will receive a nationally recognised qualification at completion.

The position will be involved in ensuring the treatment, maintenance and construction of works relating to the provision of water and wastewater services in Tenterfield.

You will possess a great attitude and have the ability to work within our diverse positive team, be reliable and willing to complete essential training and development.

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;
- Further learning and development opportunities;
- Access to onsite monthly counselling through our Employee Assistance Program (EAP).

If you are an individual with these qualities and would like the opportunity to contribute to your community, we encourage you to apply.

Further information and details can be obtained in Council's **Position Information Package**, or by contacting Councils Manager Water & Waste, or Manager Workforce, Safety, Risk & Records on 02 6736 6000 (during business hours).

Applications addressing the selection criteria should be **emailed** to the General Manager at hr@tenterfield.nsw.gov.au quoting the reference number and be submitted by no later than **4.00pm, 25 March 2025**.

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.

Hein Basson
General Manager



**TENTERFIELD SHIRE COUNCIL
JOB APPLICATION
COVER SHEET
Reference No 11/25**

Position applied for: Re-advertised-Trainee: Services Operator (Tenterfield)

Mr **Family Name:** _____

Mrs **Given Names:** _____

Ms **Preferred Name:** _____

Miss

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: 11/25 – Re-advertised
Trainee: Services Operator (Tenterfield)**
PO Box 214
TENTERFIELD NSW 2372
council@tenterfield.nsw.gov.au

Job Enquiries:

Manager Water & Waste
Phone: (02) 6736 6000 (during business hours)
Email: hr@tenterfield.nsw.gov.au

Human Resources
Phone: (02) 6736 6000 (during business hours)
Email: hr@tenterfield.nsw.gov.au



Position Description
**Trainee: Services Operator
(Tenterfield)**

Quality Nature - Quality Heritage - Quality Lifestyle

Division:	Infrastructure
Section:	Water & Waste
Position Identifier:	TSO/V1
Classification:	Trainee Scale
Industrial Instrument:	Local Government (State) Award
Location:	The position will work out of Council's Water Treatment Plants and/or Wastewater Treatment Plants.
Date position description approved	December 2024

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

Position is responsible for assisting with the provision of competent and efficient operation and maintenance of Council's water and wastewater treatment facilities and reticulation systems, whilst successfully completing studies in Certificate III in Water & Wastewater Treatment and Operations, together with other on-the-job training and short courses to develop the necessary skills and knowledge for a career in the water industry.

Key accountabilities

Within the area of key accountabilities/challenges, this role is required to:

- Develop skills in the maintenance and operation of water and wastewater infrastructure.
- Assist with the operation, monitoring and maintenance of water and wastewater headworks and distribution assets for Tenterfield Shire.
- Contribute and participate in staff meetings and toolbox talks and raise issues and questions as appropriate.
- Participate in all identified training and development activities within agreed timeframes.
- Participate in regular performance and development reviews with the Supervisor.
- Participate in and promote a positive public image of the Council.
- Actively implement and promote improvements to works practices.
- Respond quickly to emergency situations and critical problems.
- Undertake work in accordance with the Registered Training Organisation Training Plan.
- Undertake additional training if required to further enhance the Training Plan.
- Prepare and submit a fortnightly timesheet to the Supervisor showing an accurate account of working hours and allowances claimed daily.
- Carry out cleaning, maintenance and fuelling of any vehicle as directed and in accordance with Council Policy.
- Participate in site inductions and safety checks as appropriate.
- Comply with workplace health and safety policies and the principles of Equal Employment Opportunity at the workplace.
- Carry out other duties within the limits of the employee's skills, competence and training as directed.

Key challenges

To balance all commitments relating to the Traineeship, fulfilling course work requirements, adhering to the RTO Training Plan and Council policies and procedures, while completing on the job training and delivering assigned tasks in the workplace.

Reports to

Senior Services Operator

Key internal relationships

Who	Why
Director Infrastructure, Manager Water & Waste. Senior Services Operator. Other Water & Waste staff and Council staff.	Complete traineeship, job tasks and service Delivery

Key external relationships

Who	Why
Residents, ratepayers and local business. Registered Training Organisation	Complete traineeship, job tasks and service delivery





Key dimensions

Capabilities for the role

Ability to progressively demonstrate delivery of the competencies/skills described in the skill steps (skill descriptors) of the competency framework for the position. In addition:-

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	Intermediate
	Display Resilience and Adaptability	Intermediate
	Act with Integrity	Foundational
	Demonstrate Accountability	Foundational
	Communicate and Engage	Foundational
	Community and Customer Focus	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Create and Innovate	Foundational
	Deliver Results	Foundational
	Finance	Foundational
	Assets and Tools	Foundational
	Technology and Information	Foundational
	Procurement and Contracts	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	Intermediate	<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"> • Seek 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 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	Foundational	<ul style="list-style-type: none"> • Is open and honest • Tells the truth and admits to mistakes • Follows the code of conduct, policies and guidelines • Has the courage to speak up and report inappropriate behaviour and misconduct
Personal Attributes Demonstrate Accountability	Foundational	<ul style="list-style-type: none"> • Takes responsibility for own actions • Completes tasks he/she has agreed to on time • Is aware of the decisions that need to be referred to a manager or supervisor and acts accordingly • Takes care of own and others' safety and wellbeing by following safe work practices • Identifies and speaks up about risks in the workplace
Relationships Communicate and Engage	Foundational	<ul style="list-style-type: none"> • Speaks at an appropriate pace and volume • Uses appropriate body language and facial expressions • Explains things clearly • Allows others time to speak • Shows sensitivity to cultural, religious and other individual differences when interacting with others

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Community and Customer Focus	Foundational	<ul style="list-style-type: none"> Shows awareness that he/she is working for the community Shows respect, courtesy and fairness when interacting with customers and members of the community Listens and asks questions to understand customer/community needs Informs customers of progress and checks their needs are being met
Relationships Work Collaboratively	Foundational	<ul style="list-style-type: none"> Keeps team and supervisor informed of what he/she is working on Shares knowledge and information with team members and other staff Offers to help colleagues and takes on additional tasks when workloads are high Is aware of the wellbeing of co-workers and provides support as appropriate Is open to input from people with different experiences, perspectives and beliefs
Relationships Influence and Negotiate	Foundational	<ul style="list-style-type: none"> Helps find solutions to problems he/she raises Uses facts and sound reasoning to make a case Listens to understand others' interests and needs Is tactful when disagreeing or proposing a different approach or outcome Works towards mutually satisfactory outcomes
Results Plan and Prioritise	Foundational	<ul style="list-style-type: none"> Understands team objectives and own contribution Plans and organises own work tasks Asks when unsure about the relative priority of allocated tasks Manages time appropriately and re-prioritises as required Identifies and informs supervisor of issues that may impact on completion of tasks
Results Think and Solve Problems	Foundational	<ul style="list-style-type: none"> Finds and checks information needed to complete own work tasks Breaks down information and issues into component parts Thinks through the options available and checks his/her suggested approach Refers complex issues and problems to a manager/supervisor
Results Create and Innovate	Foundational	<ul style="list-style-type: none"> Contributes own knowledge and ideas Suggests improvements to the way work is done

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Deliver Results	Foundational	<ul style="list-style-type: none"> • Takes the initiative to progress work tasks • Clarifies work required and timeframe available • Identifies what information/resources are needed to complete work tasks • Checks own work for accuracy, quality and completeness • Completes tasks under guidance, on time and to the required standard
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	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	Foundational	<ul style="list-style-type: none"> • Shows confidence in using the technology required in the role • Uses technology appropriately, in line with acceptable use policies • Completes work tasks in line with records, information and knowledge management policies
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. Demonstrated ability and commitment to complete studies to obtain a Certificate III in Water and Wastewater Treatment and Operations.
2. P1, P2 or NSW Class C Drivers Licence for manual vehicle.
3. Skills in the use of computers including Microsoft Office Word, Excel and Outlook.
4. Physical ability to undertake the inherent requirements of the job and the ability to swim.
5. Good communication skills, including the ability to deliver a service to the public.
6. Good literacy and numeracy skills.
7. Knowledge of work health and safety practices and equal employment opportunity principles at the workplace.
8. Ability to work with others in a team environment and to follow directions.
9. Current Hepatitis A and B and Tetanus vaccinations or willingness to undergo vaccination.
10. Be an Australian citizen, a permanent Australian resident or hold a current and valid working visa for Australia.

Desirable:

1. Construction Induction (white) card
2. Confined Spaces entry accreditation or the ability to obtain.
3. Mechanical, plumbing, electrical or related trade.
4. NSW MR Licence or equivalent.

General Information

Hours of work:

Full time position with Council operating a nine (9) day fortnight system of seventy-six (76) working hours, with fortnightly pays. Work hours are generally 7:15am to 4:30pm, Monday to Thursday inclusive, and 7:15am to 4:00pm on Fridays, with one (1) Rostered Day Off, (RDO) per fortnight.

- The incumbent will also be required to be available for on call duties on a rostered basis, based on the limits of the employee's skills, competence and training as directed.

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

Leave entitlements:

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

Medical examination:

The successful applicant will be required to undergo a Pre-Employment Medical Examination at Council's expense.

Criminal Check:

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

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:

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 their daily tasks in an ergonomically safe and healthy manner.

Position 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 Plans.



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 held at the Council Administration Building. 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 takes 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 a few days 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. If the applicant accepts the position, the HR team then initiates the pre-employment process. Unsuccessful interviewees are advised in writing or via email.

Some general points to remember when applying for a position

- Applicants are encouraged to read the job 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 General Manager.

If you require further information in relation to Council's recruitment processes, please contact Human Resources.
