



# KENTISH AND LATROBE COUNCILS

## INFORMATION PACKAGE FOR APPLICANTS



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<b>Position:</b>	<b>Visitor Information Centre Coordinator</b>
<b>Employment Status:</b>	<b>Full-Time</b>
<b>Department:</b>	<b>Customer and Business Services</b>
<b>Applications Close:</b>	<b>Monday, 2 March, 2020</b>

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## Attachment

Application for Employment Form

## General Application Information

Thank you for your interest in the advertised Visitor Information Centre Coordinator position with the Kentish and Latrobe Councils.

### Application Format

All applications must consist of the following four documents:

1. Application Form
2. Cover Letter – 1 Page Limit
3. Resume including up to 3 referees – 4 Page Limit
4. Response to 'Selection Criteria' outlined in the position description – 5 Page Limit.

**Applications will not be considered if Selection Criteria are not addressed.**

### Lodgement

Applications should be marked 'Private and Confidential' and can be submitted either by

Email (*preferred method*):

[Cymone.deSchipper@kentish.tas.gov.au](mailto:Cymone.deSchipper@kentish.tas.gov.au)

or

Mail:

The General Manager  
Kentish Council  
PO Box 63  
SHEFFIELD TAS 7306

Closing Date for Applications: **Monday 2 March 2020 at 4.00pm**

### Process

Applicants will be notified in writing (email where possible) of the receipt of their application.

Post shortlisting applicants will be advised if they are required for interview. Up to two interviews may be required.

Upon an applicant accepting the role, unsuccessful applicants will be notified in writing (email where possible).

### Pre-Employment Checks

All positions will require pre-employment checks of prospective employees because of the nature of duties and responsibilities attached to the positions.

These checks **will** include a conviction check and/or identity check, a reference check and medical check including a drug screen. Applicants who do not agree to these checks should indicate this in their application cover letter.

### Selection on the Basis of Merit

Kentish and Latrobe Councils are equal opportunity employers. All applications will be assessed against the same criteria. Selection will be based on highest merit for the position, past experience and ability to perform the advertised position.

### Further Information

Questions should be directed to Cymone de Schipper or Aleasha Goss on 03 6491 0200, or via email [cymone.deschipper@kentish.tas.gov.au](mailto:cymone.deschipper@kentish.tas.gov.au) [aleasha.goss@kentish.tas.gov.au](mailto:aleasha.goss@kentish.tas.gov.au)

For further information please refer to the websites below.

[www.kentish.tas.gov.au](http://www.kentish.tas.gov.au)

[www.latrobe.tas.gov.au](http://www.latrobe.tas.gov.au)

[www.sheffieldcradleinfo.com.au](http://www.sheffieldcradleinfo.com.au)

## Position Advert

Kentish and Latrobe Councils are seeking to appoint a highly motivated customer focussed person to join the organisations in the role of Visitor Information Centre Coordinator for the Kentish and Latrobe Visitor Information Centres.

The Kentish area includes the iconic World Heritage Area of Cradle Mountain while Latrobe area is home to the historic township of Latrobe and seaside town of Port Sorell. The two municipalities are diverse areas built on tourism and agricultural industries.

In this full-time position, you will work to coordinate a team of staff and volunteers to deliver a high level of tourism promotion and customer service to a diverse range of visitors. You will also oversee the daily finance and administration of a small retail outlet and assist visitors with accommodation and attraction bookings.

You will require a qualification up to a Diploma in Tourism Services along with a least five years' experience in a similar role (or equivalent combination) as well as experience in leading staff.

### **Applications:**

All applications must be in the prescribed format, including address of the selection criteria, and close on Monday, 2 March, 2020 at 4pm.

## Position Description



# Kentish and Latrobe Councils



## POSITION DESCRIPTION

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<b>Position Title</b>	Visitor Information Centre - Coordinator
<b>Department</b>	Customer and Business Services
<b>Team</b>	Community and Economic Development
<b>Reports to</b>	Team Leader Community and Economic Development
<b>Work location</b>	Kentish and Latrobe areas
<b>Classification</b>	Administration Level 4
<b>Date</b>	August 2018

This position is a shared position between Kentish and Latrobe Councils. Whilst the incumbent's primary employer is Kentish Council, the position requires provision of services to both Councils as needed.

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### PRIMARY OBJECTIVE

- Coordinate the daily operations of the Visitor Information Centres to ensure efficient, effective and high level customer services that meet the needs of customers/visitors.

### KEY FUNCTIONS

- Ensuring the rostering and training of staff to deliver a high standard of service for all customers.
- Developing and maintaining relationships with operators in the municipality and abroad to ensure ongoing relevance of the Centres.
- Remaining knowledgeable of new opportunities and information valuable to visitors relating to the municipalities.

### ACCOUNTABILITIES

1. Ensure staff are trained in customer service requirements and remain familiar with tourism opportunities within the municipality and across Tasmania.
2. Lead a team by continually developing a productive and positive culture, including recognising high performance and by promptly addressing under-performance.
3. Roster staff and assign, monitor, coach and review daily tasks.
4. Coordinate the various software requirements to facilitate multiple booking platforms.

5. Organise events and promotional activities/materials (including community information events, display material for the centre), and develop and maintain the Centre's website and social media platforms.
6. Promote, market and brand the features, attractions and events available within the municipal areas through fixed and electronic mediums as per the regulations of the Tasmanian Visitor Information Network.
7. Manage reports, payments, receipts, and other cashiering activities.
8. Capture and report visitor statistics.
9. Develop and maintain cooperative and collaborative relationships with tourism and key stakeholders, participating in meetings and conferences with key stakeholders as required.
10. Prepare relevant reports and recommendations for consideration of the leadership team as it relates to areas involving community development.

#### **Other**

11. Continually create opportunities to improve systems, processes and outputs.
12. Ensure all work practices are carried out in a safe manner and in accordance with Council work health and safety policy and procedure.
13. Develop, prioritise, coordinate and deliver initiatives as identified in Council's plans and budgets.

### **DIRECT REPORTS**

Visitor Information Centre Staff and volunteers

### **ORGANISATIONAL RELATIONSHIPS**

<b>INTERNAL LIAISONS:</b>	Council management and staff.
<b>EXTERNAL LIAISONS:</b>	State and Commonwealth Agencies Other Local Government bodies Businesses and tourism organisations Visitors Ratepayers and the general public

### **JUDGEMENT**

The position leads an operational transactional service. The position requires the understanding and adherence to guidelines, process and policy to deliver Council requirements. The nature of the work and decision making is relatively routine.

### **SELECTION CRITERIA**

- Up to a Diploma in Tourism Services with at least five (5) years' experience working in the tourism industry OR an equivalent combination of skills, experience and training.
- Sound knowledge of the tourism opportunities in the municipality and more broadly in Tasmania, including familiarity with geographical information relevant to tourists.
- Experience in leading staff (motivating, rewarding and managing issues) specifically in

delivering first point of contact customer service.

- Experience in sourcing, marketing and promoting merchandise and services in various mediums.
- Cash handling experience, including capacity to balance funds received.
- Excellent organisational skills with evidence of high level attention to detail and an ability to achieve outcomes within deadlines.
- Developed research, analytical and problem solving skills as it relates to understanding customer needs and resolving these.
- Excellent interpersonal and communication skills (written and verbal).
- Well-developed computer skills.
- Current drivers licence

## Employment Information

### **SALARY**

This position is classified in the Indoor Stream, Administration Level 4 which carries a salary range of \$58,401 - \$65,478. The salary paid will be within the level range according to the incumbent's skills, qualifications and experience.

### **AWARD**

Local Government Industry Award 2010

### **ENTERPRISE AGREEMENT**

Kentish Council Enterprise Agreement 2015

### **LEAVE ENTITLEMENTS**

#### **Annual leave**

Four weeks annual leave based on ordinary hours of work.

#### **Annual leave loading**

Annual leave loading of 17.5% calculated on the employee's minimum weekly rate of pay in addition to payment for annual leave provided.

#### **Long Service Leave**

90 days after 10 years continuous service based on ordinary hours of work.

#### **Personal leave**

10 days each year based on ordinary hours of work. Personal leave may be used when the employee is;

- Absent due to personal illness or injury; or
- Required to provide care to a member of the employee's immediate family or household who is ill or injured and requires such care.

### **HOURS OF WORK**

Work hours (and centre opening hours) for staff is 9am- 5pm in the summer and 9am-4pm in the winter, with the change between the times coinciding with daylight savings time. The successful candidate may be required to work weekends and public holidays. The span of hours under the Council's Enterprise Agreement is 8am – 8pm.

### **ROSTERED DAYS OFF**

Council staff operate on a 19 day month system whereby an extra 25 minutes is worked each day and accumulated during the month to enable an employee to take one day "off" per month.



**SUPERANNUATION**

Employer superannuation contributions of 9.5% of the employee's ordinary time earnings (as per the Australian Tax Office definition).

Employer contributions may be directed to any complying superannuation fund of the employee's choice. If no choice is made by the employee the Council will direct the employer contributions to TasPlan Superannuation as the default fund for Council employees.

Employees may make voluntary personal superannuation contributions to their chosen fund, either by salary sacrifice out of pre-tax income, or out of post-tax income.

**TRAINING AND DEVELOPMENT**

Latrobe and Kentish Councils provide opportunity for employee's to develop through the provision of training through in-house and external training courses or through study assistance for employees undertaking relevant qualifications. Access to training is determined by consultation between the employee's manager and the employee.

**MEDICAL ASSESSMENT**

Comprehensive pre-employment medical examinations are an integral step in the recruitment and selection process.

**PROBATION PERIOD**

The appointment to this position is subject to a probationary period of 6 months.

### **Information about the Latrobe Municipality**

The Latrobe Municipality is located in the north-west of Tasmania and shares a municipal boundary with Kentish Council, Devonport City Council, West Tamar Council and Meander Valley Council. The Municipality covers a total area of 600 square kilometres including the townships of Latrobe, Port Sorell, Shearwater, Hawley, Wesley Vale, Sassafras, Moriarty and Tarleton.

The Municipality is one of the fastest growing residential areas in Tasmania, has an estimated population of 11,097 and of the 29 local government areas, Latrobe is one of ten projected to show the strongest growth over the next ten years.

There are six primary schools and two high schools in the Municipality and the Mersey Community Hospital is situated in Latrobe.

### **Information about Latrobe Council**

The Latrobe Municipality comprises over 6,164 properties and the Council has an estimated income of \$11.6m. Council's 2019/20 Annual Plan and Budget and the Council's Strategic Plan are available from Council's website [www.latrobe.tas.gov.au](http://www.latrobe.tas.gov.au)

Council employs around 55 staff in managing and delivering a wide range of services including urban stormwater drainage, roads, recreation and park facilities, waste management, building and environmental services, community development and economic development. Major facilities owned by Council include Port Sorell Community Centre and Camp Banksia, Australian Axemans Hall of Fame, Latrobe Recreation precinct comprising sports ovals, sports stadium, gymnasium and swimming pool and skate park.

### **Information about the Kentish Municipality**

The Kentish Municipality is located in the north-west of Tasmania, slightly inland from the coast. Kentish covers a total area of 1,187 square kilometres and has a population of approximately 6,481.

The landscape ranges from lush rural farmland to spectacular mountain scenery. One of Tasmania's key visitor attractions, Cradle Mountain, is located in the municipal area, as is the world standard Lake Barrington Rowing Course. Mount Roland watches over the town of Sheffield (population 1,538) which has developed as the "Town of Murals". The other major towns are Railton the "Town of Topiary" (population 1,231) which has a cement manufacturing industry and Wilmot "Valley of Views" (population 395). There are a number of outlying areas throughout the municipality with evocative names like Paradise, The Nook, Nowhere Else & Promised Land that are also visitor attractions.

Sheffield is the major commercial, retail and administrative centre for the Municipality. Local industries include agriculture, tourism and manufacturing.

### **Information about Kentish Council**

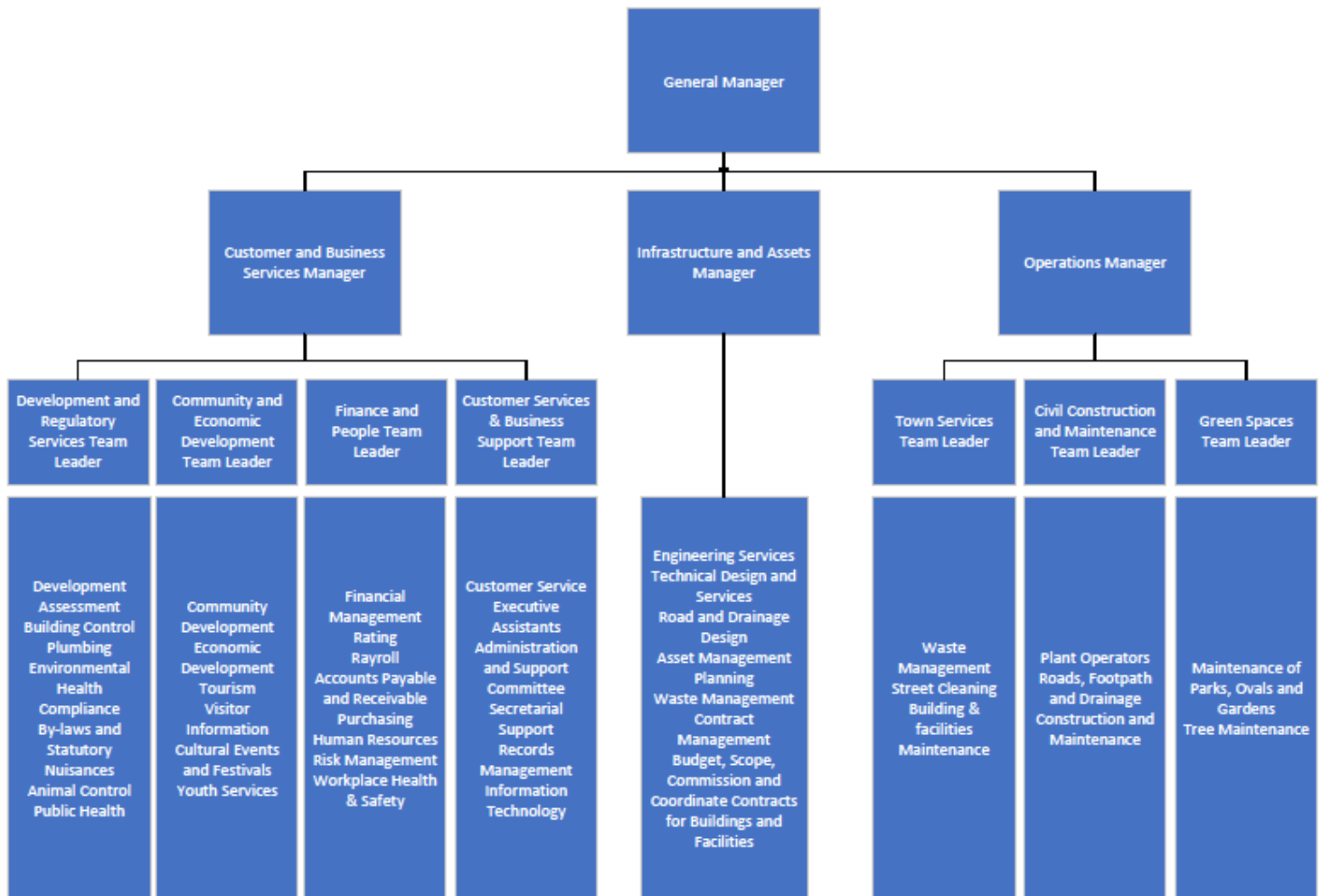
The Kentish Council's purpose is to serve the people of the Kentish municipality. It is Council's responsibility to undertake and be accountable for the planning, direction and management of resources to meet the present and future needs of the community.

The Kentish Municipality comprises over 3,654 ratable properties and the Council has an estimated income of \$9.65M. Council's 2019/20 Annual Plan and Budget and the 2014 – 2024 Strategic Plan are available from Council's website [www.kentish.tas.gov.au](http://www.kentish.tas.gov.au)

Council employs around 35 staff in managing and delivering a wide range of services including urban stormwater drainage, roads, recreation and park facilities, waste management, building and environmental services, community development and economic development. Facilities owned by Council include a Medical and Health Centre, local halls and sports grounds and parks.

Since 2017, the Councils of Kentish and Latrobe have embarked upon a significant change program 'Embedding Shared Resources' to further share the resources each Council has to provide better outcomes for the community at less or the same cost. The Councils are leading the way in Tasmania in redesigning the way work is done and services are provided. As part of the change program, new positions have been established to help the move to the new ways of working.

## Organisational Overview



### Information about Resource Sharing

Kentish and Latrobe Councils value collaboration and partnerships both within and outside their municipalities. As part of their business models, the councils have entered into a resource-sharing arrangement.

A resource-sharing business model allows both councils to deliver services and outcomes for their respective communities in a cost efficient and effective manner. Partnerships of this nature enable the communities to gain benefits that may have been otherwise unattainable.

The resource-sharing arrangement is governed by a Memorandum of Understanding which articulates all the terms and conditions for the parties to abide by. The arrangement has been and will continue to be managed on the basis of value to each Council.

Since the inception of the resource-sharing arrangements in 2010, the number of resources shared has steadily grown. The resources shared have typically been those which require more substantial investment, ranging from senior management roles, specialist roles or in securing plant, equipment and systems. Other opportunities for a mutual gain from a shared commitment, input and output have also been realised.

Kentish and Latrobe Councils are also seeking opportunities to develop partnerships with other Councils to build further on the benefits of this business model, provided all parties involved with Council receive value and gain as a result.

Both Councils have recently commenced an Embedding Shared Resources Program. The Program will;

- establish common policies, systems and ways of working between the two Councils
- Identify economies and efficiencies through cash savings and service uplift
- Ensure the workforces of both Councils meet the current and future needs of their communities in terms of numbers, skills and attributes
- Mitigate the risks of critical services required of the Council in the two communities being unable to be delivered
- Develop common, simplified ways of working.



# KENTISH AND LATROBE COUNCILS



## APPLICATION FOR EMPLOYMENT

Please print

Title  Given Name/s

Surname

Unit/Street No  Street

Suburb  State  Postcode

Postal Address (if different from street address)

Suburb  State  Postcode

Phone H  B  M

Email address

**Are you legally entitled to work in Australia? (Please ✓ box)**

- ☐ Yes, I am an Australian/New Zealand citizen or permanent resident.  
☐ Yes, I hold a valid work visa.

**Are you applying for an advertised vacancy?**

- ☐ Yes ☐ No  
Please state number and title of position: Please state the type of work sought:

Your application will be considered for the position and held for a maximum of two years.

Your application will be held on reserve file for six months.

### Declaration

I confirm that all answers and statements on this application form and any attachments provided (including resume) are true and complete to the best of my knowledge. I understand that should I provide untruthful or misleading information, this application may be rejected or my employment with Kentish Council may subsequently be terminated.

Signature  Date  /  /

Thank you for applying for employment with the Kentish and Latrobe Councils.