



Young Shire Council

INFORMATION PACKAGE

for the position of

**Fixed Term – Part Time – Maternity Leave Relief
Administration Office Support
Depot**

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YOUNG SHIRE COUNCIL



POSITIONS VACANT

**ADMINISTRATION OFFICE SUPPORT
FIXED TERM - PART TIME –MATERNITY LEAVE RELIEF
(21hrs per week)**

This is a six months fixed term, part-time, maternity leave relief role that provides a variety of administrative and customer service duties to support the staff working in Council's Depot.

Central to the role you will need to demonstrate:

- proven administrative skills and experience with data entry systems
- ability and maturity to communicate well in a range of situations
- commitment to maintaining confidentiality.

The Benefits:

This fixed term position is for 21hrs per week for a period of 6 months Maternity Leave Relief. The salary will be Grade 6 - \$24.11 per/hr plus 9.5% superannuation.

To Apply:

The position specifications and further information are available on Council's website www.young.nsw.gov.au or at the Council Offices in the Town Hall, Boorowa Street, Young. Applications will be accepted up to 5pm on 10 December 2015 and received by email at mail@young.nsw.gov.au or by post to the attention of the General Manager Young Shire Council Locked Bag 5 Young 2594.

Please ensure your applications addresses the criteria.

D Aber
General Manager

GENERAL INFORMATION

Position Name:

Administration Office Support – Fixed Term – Part Time – Maternity Leave Relief

Objectives of Position:

Customer Service, Administration Support associated with Council's Quality, Environment, WHS Management System and Plant & Fleet Management.

Organisational Structural Arrangements:

The position reports to the Director of Operations.

OPERATIONS	
Director Operations	
Manager Works	Outdoor Staff 45
	Admin Support Officer Fixed Term - Part Time - Maternity Leave Relief 0.6
Store & Plant Manager	Depot / Store Assistant 1
Team Leader Workshop	Mechanics 2

Qualifications:

- Appropriate work-related administrative qualifications with reasonable experience in Office Administration and Records Maintenance.
- Experience to adapt procedures to suit situations to achieve work objectives.
- In addition to the qualifications and experience, the position holder must possess an unrestricted NSW Driver's Licence.

Salary:

The position is classified as a Grade 6 under Council's Salary System and the Local Government (State) Award 2014.

Conditions of Employment:

Conditions of employment include:

- The Local Government (State) Award 2014
- 21 hours per week
- Enhancement based salary system:
- Entry level and 4 competency steps for each grade
- Each step is equal to 2% of the entry level
- Progression based on acquisition and use of skills
- Leave provisions as per Award:
- 2 weeks annual leave but no leave loading
- Sick Leave of 7 days per 6mths which includes provision for Carers Leave
- Long Service Leave available after 5 years continuous service
- Council funded superannuation, currently 9.5%
- Salary sacrifice
- Salary packaging
- Education Assistance Scheme
- Uniform supplied
- Council has a smoke free work environment policy
- Applicants will be requested to undertake pre-employment medical assessments at Council's expense to assist in determining their suitability for the position

An offer of employment would be subject to a probationary period of 4 weeks. Subject to satisfactory performance, employment would be confirmed at the end of the probationary period.

Applying for the Position:

What to Submit

IMPORTANT Information Guide for Job Applicants

Selection is based on the assessment of each applicant in relation to the selection criteria identified in the Position Description for the advertised vacancy. Therefore, write your application so that the selection panel can assess your capabilities against each of the selection criteria. A letter and/or resume on its own are generally not sufficient.

Whilst there is no set format for your application, the following is a general guide on what should be included:

1. Covering Letter to support your application

A letter introducing yourself and advising what you are attaching to support your application.

2. Statement which addresses selection criteria

You should concisely and adequately illustrate how you meet each criterion.

Compile a 'Statement Addressing Criteria'; list each of the criteria and write a paragraph providing examples of how you meet the criteria.

You may also include transferable knowledge, skills or abilities in areas relevant to the selection criteria that you have developed outside the workplace as evidence that you meet selection criteria, eg. a leadership role in a volunteer organisation.

Note that applications which do not adequately address all the necessary selection criteria may not be considered further and may miss out on an interview

3. Resume

Include a resume with correct information (full name, address, telephone numbers and email address) and a summary of your work experience detailing where you have worked, positions held, period of employment and brief details of duties performed.

4. At least two work related referees

In your resume include details of at least two people who can be contacted to provide information about how you meet the selection criteria. Provide their names, position titles, addresses, telephone numbers and email address. As a matter of courtesy you should advise the people you have nominated as your referees that they may receive a call from a prospective employer.

5. Give complete and relevant information

Your application is a tool to sell your skills and abilities. It is the first stage in the selection process. It should be well presented and supply such detail as is necessary to fully explain your capabilities and experience. Do not simply state that you meet the requirements of the selection criteria. Give examples that demonstrate how you meet each criterion ie. numbers of staff supervised, examples of suggestions which have been implemented, etc.

6. Be concise

Avoid being long-winded, overstating your case or exaggerating your abilities.

7. Application should be typed.

It is preferred if your application is typed, single sided and stapled in the top left hand corner. There is **no** need to insert your application into a plastic presentation folder.

Where to Submit an Application

Applications may be emailed to mail@young.nsw.gov.au or mailed to:
The General Manager, Young Shire Council, Locked Bag 5, YOUNG NSW 2594

Interviews: *Candidates for interview will be selected from the applications based on the above selection criteria. This is why it is important to ensure that you attached a Criteria Statement. Applicants selected for interview will be notified by telephone within 1 week after the closing date.*

Appointment:

An offer of appointment will be subject to the successful applicant obtaining an audiometry assessment and a satisfactory medical and functional assessment to determine applicant's physical suitability for the position. Council will pay the cost of the assessments.

APPLICATION CHECK LIST

Covering Letter

Full Resume

Included contacts for work related referees

Have you let referees know that they maybe called upon?

Be prepared to verify qualifications and experience

Criteria Statement

List each of the essential and desirable criteria and write a paragraph explaining how you meet each criterion



YOUNG SHIRE COUNCIL

ADMINISTRATION SUPPORT - DEPOT

JOB DESCRIPTION

1: GENERAL DESCRIPTION

- 1.1 Position:** Administration / Office Support / Maternity Relief
- 1.2 Position Holder:** Vacant
- 1.3 Division:** Operations Group
- 1.4 Location:** Overseers Office - Depot - Glensloy Street, Young
- 1.5 Role:** Customer Service, Administration Support associated with Council's Quality, Environment, WHS Management System and Plant & Fleet Management.
- 1.6 Position Reviewed:** November 2015
- 1.7 Accountable to:** Director – Operations
- 1.8 Accountable for:** The carrying out of all duties and functions prescribed under the various Council Policies and Procedures in an efficient, expedient and professional manner for the betterment of the Shire of Young.
- 1.9 Delegated Authority:** Nil

2 AWARD/SALARY PROVISIONS

- 2.1 Award Coverage:** Local Government (State) Award 2014
- 2.2 Work Hours:** Six months Fixed Term - Part Time – Maternity Leave Relief
21 hours per week (Tuesday, Wednesday & Thursday)
- 2.3 Salary System Grade:** Grade 6
- 2.4 Entitlements:** Employer superannuation contributions, option to salary sacrifice superannuation.

3: SELECTION CRITERIA

3.1 Essential:

- Higher School Certificate.
- Current Class C driver's license.
- Demonstrated high level oral and written communication skills.
- High level of computer literacy including demonstrated experience using Microsoft Word, Excel, Access, Power Point, Outlook and the Internet.
- Strong interpersonal skills that will contribute to the efficiency of a small team.
- Demonstrated ability to provide quality assurance in customer service.
- Sound understanding of general office procedures.
- Thorough knowledge of the WH&S & EEO practiced and principles.

3.2 Desirable:

- Previous Local Government experience in Customer Service.
- Sound understanding in use of Council system Civic View.
- Certificate III in Office Administration or similar qualification.
- Demonstrated experience in meeting deadlines and working in a highly motivated environment.
- Previous experience in Record Management.

4: POSITION DUTIES

Plant Administration

- Prepare quarterly Council reports.
- Assist with administrative support for Plant & Vehicle tenders.
- Complete paper work in relation to annual vehicle registration.
- Assist Plant and Store Manager as required.
- Undertake update of defects register.

Maintenance of Customer Request / Works Order / Defect system.

- Customer service: receive and record counter and telephone requests and refer for action.
- Enter Works Manager/ Supervisors and Supervisor Utility Services Workflow comments on the Works Order.
- Close out Works Orders for Works Foreman and Supervisor Utility Services.

Quality System Administration

- Prepare standard construction files in Operations and Utility Services including plan printing, preparation of Standard Safety Management Plans, Quality Management Plans and Environmental Management Plans.
- Maintain document control, amendment registers.
- Version control, forms register.
- Maintain construction records to demonstrate conformance, checklists, inspection test plans, and test results.

Assist Asset Management / Inspection Officer

- Process gravel dockets, orders and royalties as required.
- Update Works Orders workflow as required.
- Enter data into Asset Registers as required.

5: KEY PERFORMANCE INDICATORS

Key Duties	Performance Indicators
Plant Administration	<ul style="list-style-type: none"> • Comply with and keep abreast of any relevant legislation applicable to the performance of the duties of this position • Work / reports to be completed within allocated time frame • A current understanding of issues and Council policies is maintained • Effective interpersonal skills are demonstrated by maintaining good working relationships within the Council, and with internal customers • All vehicle registrations to be renewed prior to registration renewal date
Customer Requests/Works Order System	<ul style="list-style-type: none"> • Ensure all correspondence and customer service requests are undertaken in accordance with Council's Customer Service Standard Operating Procedures, Delivery Program and Operational Plan • Information provided to customers is accurate, correct and in accordance with legislation and Council's policies • All information remains confidential • Reporting requirements for the departments are met to assist with improving Council performance • Provide monthly progress reports to Directors • Follow Councils policies and procedures
Administrative Support to Directors & Quality Systems Administration	<ul style="list-style-type: none"> • Correspondence with stakeholders is timely, accurate and professional • Gravel resheeting - daily accomplishments and monthly reporting • Chemical use - daily accomplishments • Update of DGR • Traffic Control Checklists - document control • PSP preparation • Customer enquiries and visitors are handled well • Management team is satisfied with the level and quality of support provided • Assist with preparation and distribution of submissions, reports and other documents within timeframes • Demonstrate ability to draft timely and accurate correspondence and compile reports • Follow Councils policies and procedures
Assist Asset Management Inspection Officer as required to meet service standards.	<ul style="list-style-type: none"> • Assist Asset Officers with administration of records and register maintenance • Keep appropriate records of all quarry and gravel extraction works and report on the status of such works to the Manager Works

6: COMPETENCIES FOR ALL STAFF

Key Duties	Performance Indicators
Demonstrate an appropriate knowledge of Council's purpose, structure, values and services with particular emphasis on one's own area of employment	<ul style="list-style-type: none"> • Ability to communicate knowledge of Management Plan and how it relates to position and Council's goal • Accept responsibility for and manage own work • Always represent Council in a positive manner

Display a customer focused attitude when dealing with both internal and external customers	<ul style="list-style-type: none"> • Responses and actions are appropriate • Difficult customer situations are dealt with appropriately and without delay • Prioritise customer care as a key issue • Personal presentation and grooming adheres to organisational and departmental guidelines • Represent Council in a range of forums • Consultation involving internal and external participants in relation to all relevant matters within the department are undertaken and documented
Prioritise and respond to tasks within agreed timeframe	<ul style="list-style-type: none"> • Records tasks are kept up to date
Communicate in a clear and concise manner when dealing with customers and fellow employees	<ul style="list-style-type: none"> • Clarify communications to ensure they are understood • Document all dealings of consequences
Deliver a high quality service and seek ways to improve work processes	<ul style="list-style-type: none"> • Customer needs and expectations are correctly identified • Demonstrate an attitude of proactive system improvement
Co-operate with other employees, actively seeking to share the workload and assist in enhancing team morale	<ul style="list-style-type: none"> • Proactively set and meet work goals • Need for additional support to improve performance is communicated with supervisor • Assist other in meeting team goals and deadlines • Demonstrate teamwork and cooperation both within team and across all Council Departments
Demonstrate a commitment to the Council as the employer and maintain a high level of integrity, fairness, honesty and confidentiality	<ul style="list-style-type: none"> • Demonstrate a strong work ethic and a commitment to high standards of internal and external service delivery • Always represent Council in a positive manner • Understand and comply with Code of Conduct
Show respect to other employees and actively discourage all forms of discrimination harassment and bullying	<ul style="list-style-type: none"> • Behaves ethically at all times in the workplace • No substantiated complaints received • Follow and promote EEO principles and deal with others fairly and impartially • Other employees assess non-discriminatory and non-bullying behaviour
Demonstrate an understanding of Council's Work Health and Safety policies and procedures and conform to all WHS requirements of the job	<ul style="list-style-type: none"> • Evidence that WHS is understood and policies and procedures are followed • Actively and positively contribute to participative arrangements for the management of WHS • Implements and monitors risk control measures, consistently, identify and report inadequacies
Actively take part in all relevant programmed training activities and seek to improve performance by gaining new skills and knowledge.	<ul style="list-style-type: none"> • Accept continuous learning as part of requirement of position • Opportunities to meet identified development and learning needs are discussed and accepted

7: WHS RESPONSIBILITIES

Key Responsibilities	Performance Indicators
Ensuring all work is performed in accordance with requirements of Council's Occupational Health and Safety policy, procedure and legislation	<ul style="list-style-type: none">• Conformance to OH&S policy and procedures• Knowledge of, and use of SWMS and Standard operating procedures• Completion of Plant Start-Up Sheets• Complete Risk Assessments
Taking reasonable care for own Health and Safety as well as that of others	<ul style="list-style-type: none">• Use of SWMS and Standard operating procedures• Complete Risk Assessment
Occupational Health and Safety standards are complied with including following defined risk management policies and procedures	<ul style="list-style-type: none">• Training records• Non - conformance forms issued.
Reporting all identified hazards, accidents/incidents and near misses to their manager/supervisor	<ul style="list-style-type: none">• Hazard identification / accident incident/ near miss reports completed accurately within the timeframe.• Workplace inspection reports
Using and maintaining all safety equipment and personal protective equipment (PPE) in accordance with relevant standards.	<ul style="list-style-type: none">• PPE worn and maintained• Knowledge and use of Standard operating procedures
Working in accordance with relevant standards	<ul style="list-style-type: none">• Training records• Supervisor site inspection records
Correct Manual Handling techniques are identified and used	<ul style="list-style-type: none">• Manual Handling included in all risk assessments• Training in Manual Handling• Correct techniques followed
Correct Ergonomics of office workstations are followed	<ul style="list-style-type: none">• Demonstrate ability to set up workstation ergonomically

8: QUALIFICATIONS AND EXPERIENCE

- Appropriate work-related administrative qualifications with reasonable experience in Office Administration and Records Maintenance.
- Experience to adapt procedures to suit situations to achieve work objectives.
- In addition to the qualifications and experience, the position holder must possess an unrestricted NSW Driver's Licence.

9: CODE OF CONDUCT

At all times employees should act in a manner that enhances community confidence in Council. The community is entitled to quality service and a positive helpful attitude. While on duty, employees are to give the whole of their time and attention to the business of Council. Employees need to keep up to date with advances in their area of responsibility and carry out their duties conscientiously, honestly, fairly and impartially. Employees are required to treat all people with courtesy and sensitivity concerning their rights. All employees are required to comply with the Code of Conduct at all times.

10: CONTINUOUS LEARNING

- All Council employees are expected to accept continuous learning as part of their position. This learning may involve a range of methods, from in-house workshops to training and development by external providers.
- Learning and development is considered necessary to assist with effectively carrying out the duties of the position.

11: PERSON SPECIFICATIONS

- To understand and accept specific job directions and communicate with supervisor and other employees.
- Demonstrated competence in a number of key skills related to the major elements of the position including a good knowledge of Council Operations.
- Sound knowledge of the major activities performed within the work area.
- Keep abreast of amendments to legislation/rules for WH&S issues and EEO compliance.

12: PHYSICAL DEMANDS

The following table represents the physical environment in which the employee will be required to operate under normal circumstances based on average daily exposure to the nominated tasks. Additional tasks / requirements can be added.

*Key:	<i>Not Applicable</i>	<i>N</i>	<i>Not Relevant to this position</i>
	<i>Occasional</i>	<i>O</i>	<i>Task is performed for 0-33% of the day</i>
	<i>Frequent</i>	<i>F</i>	<i>Task is performed for 34-66% of the day</i>
	<i>Constant</i>	<i>C</i>	<i>Task is performed for more than 66% of the shift</i>
	<i>Repetitive</i>	<i>R</i>	<i>Work cycle is repeated < 30 sec & performed for > 60min</i>

WORKING CONDITIONS / PHYSICAL REQUIREMENTS - see *Key N, O, F,C,R					
General Demands		Sensory Demands		Other Demands	
Neck Movement (looking up, down, sideways)	O	Sight Use of sight as an integral part of task performance eg. Dark, fine detail	C	Meeting Deadlines	C
Reaching (above shoulder height, forward/side extended)	O	Sight Ability to discriminate between colours	N	Conflict Resolution	O
Hand/Arm Movements (stacking, reaching, mopping, tool use)	ON	Hearing Effective hearing ability as an integral part of task performance	C	Sitting for extended periods	C
Bending/Twisting (forward/ backward bending or twisting at waist)	O	Smell use of smell senses as an integral part of task performance	O	Dealing with people	C
Kneeling/Squatting	O	Balance	O	Underground Work	N
Leg Movements (operate machinery)	N	Environmental Factors		Personal Protective Equipment	N
Standing (upright without moving)	O	Dust (expose airborne material ie. Dust)	N	Radiation Tasks involve magnetic or radiation sources	N
Driving (operate any mobile plant)	O	Gas / Fumes Working with gases or fumes	N		
Walking Even surfaces	O	Liquids Tasks involve working with liquids which may cause skin irritations if contact is made with the skin	N	Manual Dexterity Tasks involve fine motor hand/finger use, including pinching, fine manipulation, keyboard use and writing	C
Walking Uneven surfaces	O	Noise Tasks involve exposure to high noise environments, and hearing protection is required to be worn	N	Manual Dexterity Gross motor hand use Gripping, holding, clasping	F

Walking Walking while manual handling object	N	Lighting Tasks involve working in dark or visually- poor environments	N	Task involves working in an awkward positions (Describe)	N
Walking (Up or down steep slopes)	O	Temperature Task involve working in extremes of temperature - hot or cold	N	Confined Space (confined spaces work)	N
Climbing (in and out of plant)	N				
Climbing (stairs, ladders, scaffolding)	N				
Manual Handling Tasks involve manual handling of objects (lifting, lowering, carrying, pushing, pulling, restraining) Light, Moderate, Heavy	Light	Hazardous Substances Tasks involve working with hazardous substances	N	Cardiovascular Fitness level required for position Low (sedentary) Medium High (constantly on feet, repetitive physical work)	Low

FURTHER INFORMATION

Further Information on the position can be obtained by contacting the Human Resource Officer at Young Shire Council on 02 6380 1234.