



Applicant Information Pack

Position: Regulatory Services Support Officer

Date: March 2018

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Application Form – Regulatory Services Support Officer



Surname	Given Names
Address	
Email	Preferred Phone
Working Rights	
Australian Resident Y or N	VISA Expiry Date: VISA Number:
Referees <i>I hereby give consent to the below referees being contacted.</i>	
1. Name	Position
Contact Number	Relationship
2. Name	Position
Contact Number	Relationship
Application Checklist	
This Form Completed Y / N	Resume Y / N
Pre-employment Health Disclosure Form Completed Y / N	Application Cover Letter Responding to Position Description Selection Criteria Y / N
Declaration by Applicant <i>I hereby declare that all information contained in this application is true and accurate and has been prepared directly by me and not another party on my behalf.</i>	
Signature _____	Print Name _____

Date

Pre-Employment Health Disclosure Form

Regulatory Services Support Officer

Regulatory Services

March 2018



Purpose

Glamorgan Spring Bay Council is committed to ensuring it provides a safe place of work as required under the *Work Health and Safety Act 2012*. As part of fulfilling this commitment, Glamorgan Spring Bay Council requires that people disclose any real or potential health illness or injury or medication which may impact upon performing the above mentioned role.

In addition, Glamorgan Spring Bay Council also has a range of other safety practices to ensure a safe place of work such as testing for alcohol and drugs, monitoring fatigue and similar.

Position Risks

The below risks have been identified for the above mentioned role.

- | | |
|--|---|
| <input checked="" type="checkbox"/> Use of visual display unit (IPad and Laptop) | <input checked="" type="checkbox"/> Repetitive use of mouse/keyboard |
| <input checked="" type="checkbox"/> Working under pressure | <input checked="" type="checkbox"/> Sitting for extended period (1.5 + hours) |
| <input checked="" type="checkbox"/> Standing for extended period (1.5 + hours) | <input type="checkbox"/> Driving |
| <input checked="" type="checkbox"/> Lifting less than 20kg | <input type="checkbox"/> Lifting 20-35kg |
| <input type="checkbox"/> Lifting more than 35kg | <input type="checkbox"/> Climbing ladders |
| <input checked="" type="checkbox"/> Working at heights (greater than 2 metres) | <input type="checkbox"/> Sun exposure |
| <input type="checkbox"/> Dust exposure | <input type="checkbox"/> Noise exposure |
| <input type="checkbox"/> Walking uneven surfaces | |

Disclosure

Print Name	
Date Completed	

Item	Date	Details <i>(Name injury/illness/medication, impact, treatment)</i>
Illnesses <i>Disclose any past or current illness that may re occur, be triggered or exacerbated by the risks identified.</i>		

<p>Injuries <i>Disclose any past or current injuries that may re occur, be triggered or exacerbated by the risks identified.</i></p>		
<p>Current Medications <i>Disclose any medications that may impact upon the performance of the role as per the risks identified.</i></p>		
<p>Past Workers Compensation <i>Disclose any current or past workers compensation that may impact upon the performance of the role as per the risks identified.</i></p>		

Note: add additional pages to this if required.

Declaration and Authorisation

I declare that the information provided in this Pre-Employment Health Disclosure Information Form is true and accurate at the time of completion and acknowledge that failure to provide true and accurate information could later result in termination of employment in the event I was appointed to the above mentioned position.

I authorise for this information to be passed on to a medical professional as part of any pre-employment medical I may be required to undertake during the recruitment and selection process.

<p>Print Name</p>	
<p>Signature</p>	

Position Description

Regulatory Services Support Officer

Administration Officer Level 2

Enterprise Bargaining Agreement

Regulatory Services

Triabunna

September 2017



PRIMARY OBJECTIVE

Provide general administrative and reception services as part of the Regulatory Services team supporting Council with administrative needs in the Regulatory Services area of responsibility (planning, building, plumbing, environmental health, animal control, fire abatement, special purpose licences).

This position also works as part of a small team to provide the services of Bendigo Bank whilst it is contracted to Council.

ORGANISATIONAL RELATIONSHIPS

Reports to the Manager Regulatory Services.

The position has nil direct reports.

KEY ACCOUNTABILITIES/CHALLENGES

- > Remaining professional with customers which may be difficult and/or irate.
- > Supporting the team in ensuring compliance activities are carried out on time, minimising scope for legislative breach.
- > Maintaining knowledge to provide first point of contact services across the range of Regulatory Services areas.

PRIMARY RESPONSIBILITIES

General

- Receive customer enquiries in person, by email or telephone with respect of Council matters and refer as necessary to the Compliance/Planning Officer.
- Populate, disseminate and record notices and compliance breach notifications and actions in Council's records management and corporate systems.
- Carry out checks and reviews of files received for progress and/or approval of Officer staff.
- Assist in the provision of information to consultants working for Regulatory Services in compliance activity i.e. contacting customers, arranging visits, issuing documentation.
- Conduct research for Council Officers and consultants relating to property details.
- Assist with preparation of general correspondence (drafting letters, emails, memos).

Bendigo Bank

- Carry out deposits and withdrawals as requested by customers.

- Balance the Agency bank at end of day and ensure funds are appropriately secured and reported through Bendigo processes.
- Provide potential customers with details in creating accounts and closing account.
- Provide customers with contact details of Bendigo staff in relation to loan and credit account requests.
- Participate in Bendigo Bank Agency training as directed by Bendigo Bank and Council to ensure appropriate handling of bank requirements.

ALL STAFF RESPONSIBILITIES

- Ensure that safety is considered and practised in all aspects of role performance and that it is effectively managed in accordance with Council's safe system of work.
- Comply with all Council policy and procedures which may be varied from time to time in consultation with appropriate staff.
- Carry out all responsibilities of the role in accordance with Council's code of conduct.
- Adhere at all times to the *Local Government Act 1993 Tas.* or any other specific legislation or professional standard that relates to the role.

QUALIFICATIONS, EXPERIENCE AND ABILITY (SELECTION CRITERIA)

1. A strong customer service orientation including past experience in working in a reception and/or general administrative role.
2. Experience with working with electronic management systems.
3. Excellent interpersonal and communication skills, both written and verbal.
4. A history of maintaining confidentiality, privacy and a reputation of acting at all time with honesty and integrity.
5. A high level of attention to detail, timeliness and accuracy in work.
6. Ability to work cooperatively and independently.
7. Intermediate knowledge of Microsoft Word and Excel products.
8. A current 'C' class drivers licence.
9. A national Police clearance for the purposes of operating a Bendigo Bank service.
10. An understanding of regulatory services functions as it relates to Local Government (desirable).

Recruitment and Selection Information

March 2018



Glamorgan Spring Bay Council is committed to employment via merit selection which is based on ensuring the best person for the job will be hired. Discriminatory attributes such as gender, age, religion, political beliefs and so forth as covered by Tasmanian anti-discrimination legislation will not be considered or influence recruitment and selection decisions.

After applications are received they will normally be shortlisted against the selection criteria as outlined in the last section of the position description. Assessment of these criteria is carried out by reviewing all information provided by the applicant in their application.

An interview process will typically involve a panel of people that may include people outside of Council. Depending on the content to be covered interviews can range from 20 minutes to two hours and conducted face to face, via video links or over the phone. Applicants will be tested against the same criteria and the interviewee may be asked to elaborate further on information provided in their application.

A process may involve more than one interview with the same or different people, aptitude testing, psychometric analysis and referee checking. Preferred applicants may also be required to undertake a medical as per the risks identified for the position, their health disclosure and general compliance with Council's safety requirements.

Successful applicants will be advised verbally in the first instance of Council's offer and subsequently provided with a contract of employment for consideration. Generally people have up to 14 days to consider an offer made.

In some instances relocation assistance may be offered to a successful applicant.

Recruitment processes can take anywhere between two to 12 weeks to carry out depending on the components involve, applicant availability and location. During this time questions on progress should be directed to the person listed in the advertisement for specific position being filled.

Glamorgan Spring Bay Council does not provide for an appeal process with respect of recruitment and selection decisions.

All applications should be emailed to winny@freycinet.tas.gov.au or posted to PO Box 6, Triabunna, TAS, 7190 and addressed to the General Manager,