

# Employment Information Package

## Executive Assistant Office of the Mayor

**Position number: POS0806**

**Enquiries:**

**Name:** Lorraine Wyatt

**Position:** Team Leader Executive Support

**Phone:** 03 6323 3137

**Email:** [Lorraine.wyatt@launceston.tas.gov.au](mailto:Lorraine.wyatt@launceston.tas.gov.au)

**Application closing date: 3PM, TUESDAY 27 MAY, 2025**

📍 Town Hall  
18–28 St John Street  
Launceston TAS 7250

✉️ PO Box 396  
Launceston  
TAS 7250

☎️ 03 6323 3000  
@ [contactus@launceston.tas.gov](mailto:contactus@launceston.tas.gov)  
🌐 [launceston.tas.gov.au](http://launceston.tas.gov.au)

 City of  
**LAUNCESTON**

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**Address applications to:**

Senior Leader People and Culture  
City of Launceston  
PO Box 396  
LAUNCESTON TAS 7250

**Email address:** [contactus@launceston.tas.gov.au](mailto:contactus@launceston.tas.gov.au)

When emailing your application, attachments should be sent in either Word (.doc/.docx), PDF (.pdf), TIFF (.tiff), JPEG (.jpg) or Excel (.xls/xlsx) formats.





# About the City of Launceston

Launceston is the regional hub of Northern Tasmania and enjoys a rich natural and social history. Located at the head of the picturesque Tamar Valley, the Launceston region is renowned for its award-winning wines, gourmet dining experiences, magnificent natural features and friendly residents.

**Our city is human scale. A series of green and wild spaces linked by heritage streetscapes and thoughtful adaptations. A real blend of old-world and new, tradition and innovation.**

The City of Launceston municipal area covers an area of 1,405 square kilometres with a population of around 71,000 residents.

The City of Launceston is Tasmania's largest municipal council in terms of population and revenue. Launceston boasts all the major facilities of a much larger city, many of which are owned and operated by the City of Launceston.

The City of Launceston is served by 12 Councillors, including the Mayor and Deputy Mayor.

Click [here](#) to view City of Launceston's strategic and annual reporting.

**The City of Launceston is recognised as an Employer of Choice by the Tasmanian Government.**

**An Employer of Choice is a workplace that demonstrates contemporary workplace practices and provides outstanding support for its staff.**

**Employee benefits offered by the City of Launceston include:**

- Our employees have access to discounted health insurance options through St Luke's Health and BUPA.
- Employees have access to a free EAP service, which provides support and counselling for personal and work related issues, coaching and advice for leaders and counselling assistance for immediate family members.
- We are committed to providing a working environment that is sufficiently flexible to meet the operational requirement and workload demands of the City of Launceston while accommodating, where possible, the needs of our employees.
- Discounted membership at Launceston Leisure & Aquatic Centre.
- Discounts at the QVMAG Gift Shop.
- Additional leave: employees may request to purchase an additional two or four week's additional leave per year to help manage family/carer responsibilities or other special circumstances.

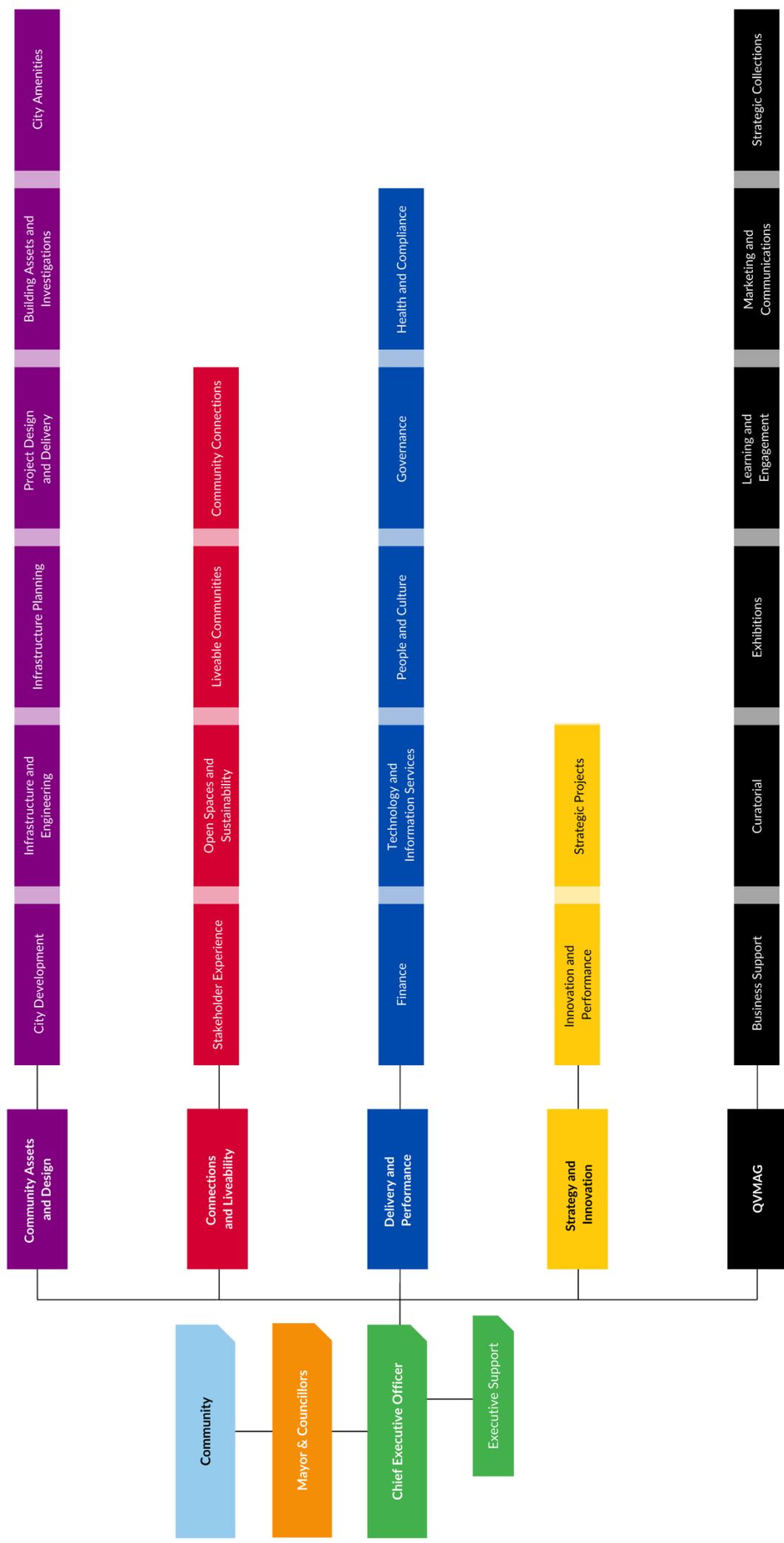


## OUR VISION

Inspired people, working together to create the best outcomes for our community.

## OUR PURPOSE

We are a progressive organisation, working with our community to create a positive future for Launceston.



# Organisational values

At the heart of our organisation are our four organisational values. Our employees are expected to adhere to, support and promote our values at all times.

Our aim is to attract and retain people who share our values and want to be a part of our positive workplace culture. Before submitting your application please review our values and decide if they are a good fit for you.



## OUR PEOPLE MATTER

- We value clear and open communication
- We support and encourage each other
- We respect diversity
- We recognise individual needs, experience and strengths



## WE CARE ABOUT OUR COMMUNITY

- We take pride in our work and pursue a standard of excellence
- We genuinely listen, and value collaborative relationships
- We strive towards the best outcome for our community
- We make responsible and sustainable decisions



## WE BRING AN OPEN MIND

- We actively seek opportunities to continuously improve
- We respect and explore different ideas and perspectives
- We embrace change that leads to positive outcomes
- We value innovation and creativity



## WE GO HOME SAFE AND WELL

- We show care for people and look out for one another
- We speak up and support others to be healthy and safe
- We take personal responsibility for our own health and wellbeing
- We value work-life fit

# Information for applicants

Please read this information carefully, as it will help you with the preparation of your employment application.

## **When applying for this position, you must provide the following documentation:**

1. Covering letter
2. Statement addressing the selection criteria (**highlighted criteria only**)
3. Resume

## **The online Application for Employment can be [accessed here](#)** (you will be asked to attach your supporting documentation)

1. Your covering letter should introduce you and explain why you are applying for the role.
2. All recruitment and selection decisions are based on merit. The most suitable person in terms of skills, knowledge, qualifications, relevant experience, alignment with organisational values and work attitudes is selected for the position. Selection is based on the assessment of each application in relation to the selection criteria identified in the position description. The position description is included later in this information kit.

The selection criteria consists of the qualifications, knowledge, skills, attitudes and abilities required to successfully perform the role. You must provide a statement that addresses each highlighted selection criterion for the role. Your statement should include examples that demonstrate how you meet each criterion.

Please see information here on how to address the [Selection Criteria](#).

3. Your resume should provide details of your qualifications, work history, special skills, training and competency details and referees, plus any other information that may support your application. Be clear and informative. Include the names, position titles, addresses and telephone numbers of at least two work referees.

**If we can assist you with any reasonable adjustments in order to submit your application for this role, please contact the People and Culture Team via email at [contactus@launceston.tas.gov.au](mailto:contactus@launceston.tas.gov.au), noting your preferred method of communication and contact details and a member of the team will be in touch.**

**City of Launceston is an equal opportunity employer. Our workforce is diverse, inclusive, flexible and family-friendly.**

We value the different backgrounds, skills and contributions of all employees and treat each other and our community with respect.

We want opportunities at City of Launceston to be accessible and attainable to all candidates. If you are interested in this role but have concerns about your suitability, please talk to us before submitting your application.

# Recruitment steps

1. Application received
2. Shortlisting
  - Shortlisted applicants will be contacted by telephone or email to arrange an interview.
  - Unsuccessful candidates will be advised by email.
3. Interview
4. Pre-Employment Checks:
  - Reference Check
  - Police Check
  - Medical Assessment
  - Drug and Alcohol screening

*All costs covered by City of Launceston*
5. Suitability determination and preferred candidate identified
6. Letter of Offer



# General conditions of employment

<b>Position title</b>	Executive Assistant Office of the Mayor
<b>Employment terms</b>	Full Time
<b>Working pattern</b>	19 Day Month
<b>Total remuneration</b>	\$93,282 - \$106,239* <i>*Total remuneration includes superannuation, as detailed below</i> <b>Base salary</b> \$80,939 - \$92,182
<b>Superannuation</b>	Employer contribution of 15.25%

- **Annual leave:** employees are entitled to 4 weeks (pro-rata for part-time employees) annual leave per year, plus leave loading.
- **Personal leave (for sick and carer's leave):** employees are entitled to two weeks (pro-rata for part-time employees) personal leave per year, if they are unable to attend work due to personal illness/injury or to provide care for a spouse/partner or immediate family member.
- **Paid parental leave:** employees are entitled to fourteen weeks paid (or twenty eight weeks at half-pay) parental/adoption leave for the primary carer; two weeks paid leave for the secondary carer.
- **Long Service Leave:** Long service leave applies after 7 years continuous service.

The City of Launceston Enterprise Agreement 2021 is available [here](#)

The City of Launceston Leisure and Aquatic Centre Enterprise Agreement 2022 is available [here](#)

# Position Description

## Position Description Form - Officer

PF NUMBER:	PF0	POS NUMBER:	POS0806
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POSITION TITLE:	Executive Assistant Office of the Mayor
AWARD CLASSIFICATION:	Grade 5
EMPLOYEE:	Vacant
TEAM:	Office of the CEO
REPORTS TO:	Team Leader Executive Support
PREPARED BY:	Roxanne Chugg
DATE:	February 2025

APPROVED BY:	
NAME:	Sam Johnson
POSITION:	Chief Executive Officer
SIGNATURE:	

POSITION PURPOSE (Why does this position exist)
<ul style="list-style-type: none"><li>• Provide executive support to the Office of the Mayor to support them to perform their responsibilities as detailed in the Local Government Act and as reasonably expected by other stakeholders.</li><li>• Provide executive support to the Mayor by performing the role professionally and with integrity and by managing the Mayor's time efficiently by providing confidential, efficient, confidential and reliable secretarial/administrative support at all times.</li><li>• Ensure that the protocol of the Office of the Mayor is upheld and provide a professional service to internal and external stakeholders.</li><li>• Provide leadership and direction in relation to the provision, management and development of support to the Office of the Mayor.</li><li>• Ensure the integrity of sensitive and confidential information is observed at all times.</li><li>• Undertake research and delivery of special projects at the direction of the Mayor.</li><li>• Provide regular executive support to the Office of the Chief Executive Officer, as required.</li><li>• Exercising political judgement to support the Mayor in performing their duties and meeting stakeholder expectations.</li><li>• Ensuring the Mayor is supported in the discharge of their duties.</li></ul>

City of Launceston is a values-based organisation, which means that we employ people who share and display  
**Our Values**

# OUR VALUES



**Our people matter**

- we value clear and open communication
- we support and encourage each other
- we respect diversity
- we recognise individual needs, experience and strengths



**We care about our community**

- we take pride in our work and pursue a standard of excellence
- we genuinely listen, and value collaborative relationships
- we strive towards the best outcome for our community
- we make responsible and sustainable decisions



**We bring an open mind**

- we actively seek opportunities to continuously improve
- we respect and explore different ideas and perspectives
- we embrace change that leads to positive outcomes
- we value innovation and creativity



**We go home safe and well**

- we show care for people and look out for one another
- we speak up and support others to be healthy and safe
- we take personal responsibility for our own health and wellbeing
- we value work-life fit

Accountabilities	Activities/Tasks include:	Success looks like ...
<b>General</b>		
City of Launceston's Values	Behave in a way that supports the City of Launceston's values. <ul style="list-style-type: none"> <li>• Our people matter</li> <li>• We care about our community</li> <li>• We bring an open mind</li> <li>• We go home safe and well</li> </ul>	Demonstrates, through behaviour, an alignment to and an understanding of Our Values.
Technology	Use technology and information to maximise efficiency and effectiveness.	New and existing technologies are utilised effectively.
Collaborate	Work collaboratively within your team and across other teams.  Support delivery of the Team's strategic and annual plan actions.  Work with other teams as relevant to technical role accountabilities.	Actively participating in team meetings/tool box meetings, by offering ideas and suggestions and providing feedback  Collaborative opportunities are sought across teams
Innovation	Encourage and be proactive in developing a culture of introducing new and improved work practices and projects within your team and other teams.	Improved work practices and projects.
<b>Technical</b>		
Provide highly efficient organisational and administrative support to the Mayor	<ul style="list-style-type: none"> <li>• Maintain an administrative service capability within the office of the Mayor that ensures the provision of effective and efficient processes across all aspects of the Mayor's role consistent with best practice, legal requirements and organisation values, policies and procedures.</li> <li>• Manage the Mayor's diary, meeting schedules, and shared resources.</li> <li>• Organise meeting materials, documents and agendas for the Mayor.</li> <li>• Monitor the Mayor's ECM tasks and assist in updating the system with actions or referrals.</li> <li>• Internal meeting preparation including meeting venues, agendas, report writing, and minute taking.</li> <li>• Liaison with internal and external stakeholders to obtain all necessary documentation and to prepare or coordinate briefing notes for functions.</li> <li>• Coordinate the preparation of speeches</li> <li>• Monitor the Mayor's email inbox and assist in actioning and following up on tasks.</li> <li>• Use initiative to support the Mayor.</li> <li>• Organise and book travel, accommodation, attendance at events etc.</li> <li>• Manage enquiries, complaints, invitations and appointment requests and telephone calls.</li> </ul>	Provision of excellent customer service to internal and external customers, including maintaining the positive image of the City of Launceston, and projecting the Values of the organisation.  High level of accuracy in all written tasks and correspondence.  Efficient diary management including juggling competing priorities for meeting attendance.  Ensure tasks are completed on time and managed with Senior Leaders through to completion.

Accountabilities	Activities/Tasks include:	Success looks like ...
	<ul style="list-style-type: none"> <li>• Develop documents, presentations and correspondence as required.</li> <li>• Maintain an active knowledge of issues within Council and within Federal, State and Local Government generally.</li> <li>• Ensure comprehensive strategies and approaches are in place for effective and efficient communications to, and between the Mayor and CEO.</li> <li>• Liaise with the Office of the CEO to ensure organisational goals are achieved and timelines are met.</li> <li>• Update and implement policies/procedures relevant to the Office of the CEO.</li> <li>• Tactful communication regarding sensitive matters, as well as the use of persuasion and influence beyond simply conveying information</li> <li>• Managing the flow of tasks and directing relevant requests to internal stakeholders</li> <li>• Provide administrative support to the Mayor's partner, as appropriate.</li> <li>• Provide administrative support to the Office of the CEO as required.</li> </ul>	<p>IT in place to support efficient coordination of the Mayor's office</p>
Mayor's Office Protocols	<ul style="list-style-type: none"> <li>• Observe and participate in matters of protocol in accordance with Australian Protocol Procedures manual. Seeking advice and assistance through appropriate channels e.g. DPAC, Government House, etc.</li> </ul>	<p>Ensure appropriate protocols and standards regarding the Mayor's Office are met</p>
Media Relations	<ul style="list-style-type: none"> <li>• Develop and maintain effective internal and external relationships with City of Launceston media/communication employees to assist with the positive public profile of the Office of the Mayor.</li> <li>• Coordinate provision of briefing notes, media releases and comments.</li> <li>• Scan media publications for matters relating to Council or local government and raise matters to the Mayor and Chief Executive Officer, as appropriate.</li> </ul>	<p>Processes and procedures are consistent with legal requirements and organisational values, policies and procedures</p>
Civic Affairs	<ul style="list-style-type: none"> <li>• Attend Civic events with the Mayor and their partner as required (for civic events), including out of hours, evening and weekends.</li> <li>• Assist and support the effective coordination and execution of civic events and functions as required.</li> <li>• Coordinate provision of briefing notes, speeches and media information required at civic functions</li> <li>• Participate in the development and maintenance of civic affairs processes, policies and procedures consistent with protocol requirements and City of Launceston policies and procedures.</li> </ul>	<p>Work as a team with other EA's to ensure events conducted professionally and in line with relevant protocols</p>
Mayor vehicle	<ul style="list-style-type: none"> <li>• Coordinate the day to day usage of the Mayoral vehicle including cleaning and maintenance of the Mayoral vehicle, as required</li> <li>• Act as Mayor's Driver for Representational/Civic duties; Valet assistant to the Mayor and Mayor's partner in and outside of working hours for City of Launceston related events, as required.</li> </ul>	

Accountabilities	Activities/Tasks include:	Success looks like ...
Undertake research and special projects.	<ul style="list-style-type: none"> <li>• Timely provision of effective research - conduct, investigate and collate relevant data and information.</li> <li>• Completion, and reporting, of research, is delivered on time, to an appropriate standard, in a presentable format and accepted by the Mayor, CEO or Delegated Officer.</li> <li>• Specific projects, at the request of the Mayor and CEO, are coordinated, administered and delivered efficiently and to a high standard.</li> <li>• Research and report preparation with recommendations</li> </ul>	<p>Specific projects, at the request of the Mayor/CEO, are coordinated and delivered to a high standard independently.</p> <p>High level of accuracy in all tasks and correspondence.</p>
Customer Relations and stakeholder management	<ul style="list-style-type: none"> <li>• Provision of excellent customer service to internal and external stakeholders, maintaining the high standards required of the City of Launceston, and in alignment with Our Values.</li> </ul>	<p>Agreed response to stakeholder requests.</p> <p>Complies and is perceived as fair and consistent and aligned with Our Values.</p>
Employee Engagement	<ul style="list-style-type: none"> <li>• Develop a comprehensive working knowledge of the roles and responsibilities within Networks across the organisation.</li> <li>• Support other members of the Office of the CEO.</li> <li>• Actively participate as a member of the Office of the CEO.</li> <li>• Develop and maintain a positive and constructive working relationship with Mayor, Councillors, the CEO and Executive Leadership Team, our leaders, and employees.</li> <li>• Liaise with the Mayor, CEO, Executive Leadership Team, and all other EAs to enable efficient and effective communication and the achievements of the Mayor and CEO's desired outcomes.</li> <li>• Work closely and collaboratively with all Executive Assistants across City of Launceston.</li> </ul>	<p>Strong working relationships are developed and maintained with the Office of the CEO.</p> <p>A strong team within the Office of the CEO.</p>
Continuous Improvement	<ul style="list-style-type: none"> <li>• Development of a sound understanding of City of Launceston's management systems.</li> <li>• Review systems and processes of the Office of the CEO and make recommendations to implement authorised changes that lead to improvement.</li> <li>• Recommend and implement changes to work arrangements</li> <li>• Initiate and participating in process improvements within the team identifying opportunities for improvement</li> <li>• Leading the development and implementation of improvements</li> </ul>	<p>Sound knowledge of Council's management systems.</p> <p>Processes continuously improved by engaging with others as appropriate.</p>
Confidentiality	<ul style="list-style-type: none"> <li>• Integrity and confidentiality of all Council related activity and documentation is maintained at all times.</li> </ul>	<p>All information is kept confidential, with no release outside of the Office of the CEO.</p>
Other	<ul style="list-style-type: none"> <li>• Other duties as required including but not limited to: <ul style="list-style-type: none"> <li>○ Maintenance of the Office of the Mayor's Credit Card and Reconciliation, in accordance with Council Policy.</li> <li>○ Maintenance of the personal debit card, which is used in accordance with Council Policy.</li> </ul> </li> </ul>	<p>All tasks completed efficiently, within agreed time frames, and to the standard required and expected of the Mayor and CEO.</p>

Accountabilities	Activities/Tasks include:	Success looks like ...
	<ul style="list-style-type: none"> <li>○ Purchase of gifts, cards, flowers etc as appropriate.</li> <li>○ Stationery and catering arrangements as required.</li> </ul>	
Work Safely with a Duty of Care for fellow employees and ensure procedural compliance	<p>Perform all work in a safe manner in accordance with the City of Launceston's Occupational Health and Safety Policy and Procedures</p> <p>While at work, a worker must –</p> <p>(a) take reasonable care for his or her own health and safety; and</p> <p>(b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and</p> <p>(c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act; and</p> <p>(d) cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.</p> <p>(Section 28 Work Health &amp; Safety Act 2012)</p>	
<p><b>Note:</b> Whilst the key functions and responsibilities for the role are set out above, the Council may direct an employee to carry out such duties or tasks that are within the limits of the employee's skill, competence and training.</p>		

WORKING WITH VULNERABLE PEOPLE CHECK	
	Yes/No
Working with Vulnerable People Check required?	No
<i>If yes, include in Selection Criteria table below</i>	

SELECTION CRITERIA
POSITION REQUIREMENTS/COMPETENCIES
<b>Organisational</b>
<ul style="list-style-type: none"> <li>• Community Focussed: considers community/customers in decision making.</li> <li>• Communicate and Engage: demonstrates self-awareness and encourages open discussions &amp; contributions from others.</li> <li>• Create and Innovate: displays initiative and considers different ideas and perspectives.</li> <li>• Safety Focussed: takes responsibility for own and team's health, well-being and self-care.</li> </ul>
<b>Position Specific</b>
<ul style="list-style-type: none"> <li>• Demonstrated comprehensive organisational, environmental and stakeholder awareness and understanding.</li> <li>• Proven history of developing and maintaining effective internal and external relationships with people from a variety of government, commercial and community backgrounds.</li> <li>• The need to be highly professional, organised, agile, and work in an environment that exudes high energy.</li> </ul>

<ul style="list-style-type: none"> <li>Outstanding verbal, writing and editing skills including the ability to draft letters, speeches, correspondence and briefs to a high standard.</li> </ul>
<ul style="list-style-type: none"> <li>Demonstrated ability to exercise initiative, judgement and discretion including the ability to persuade, influence, communicate and tactfully convey sensitive matters.</li> </ul>
<ul style="list-style-type: none"> <li>Ability to respond to multiple issues and requests and coordinate and organise activities at the same time.</li> </ul>
<ul style="list-style-type: none"> <li>Excellent attention to detail and proven ability to ensure adherence to policies and procedures.</li> </ul>
<ul style="list-style-type: none"> <li>Maintain a high degree of Local, State and Federal Government knowledge.</li> </ul>
<b>QUALIFICATIONS AND EXPERIENCE</b>
<ul style="list-style-type: none"> <li>Minimum diploma level tertiary qualification in Business or Administration and/or minimum 5 years' experience in a similar role.</li> </ul>
<ul style="list-style-type: none"> <li>Competent in using Microsoft Suite and capable of learning and effectively utilising Corporate Applications.</li> </ul>
<ul style="list-style-type: none"> <li>Fast and accurate keyboard skills with the ability to touch type - (80wpm minimum).</li> </ul>

<b>REPORTING STRUCTURE</b>	
<b>Leader</b>	Team Leader Executive Support
<b>Direct Reports</b>	Nil

<b>KEY RELATIONSHIPS</b> (External and Internal Customers, Supplier, Colleagues, etc)	
<b>Internal</b>	<b>Nature of Relationships</b>
Mayor and Councillors	Effective working relationships
Members of the Office of the CEO	Effective working relationships
Executive Leadership Team and Executive Assistants	Effective working relationships
All other teams and employees	Effective working relationships
<b>External</b>	<b>Nature of Relationships</b>
Residents and ratepayers of the City of Launceston	Customer service
Businesses, stakeholder groups, politicians and State Government Agencies	Effective working relationships
Media	Effective working relationships
Office of the Governor	Effective working relationships

<b>DELEGATIONS &amp; AUTHORISATIONS</b> (Local Government Act, By-Laws etc)	
Purchasing Approvals	Limit \$5,000

## Confidentiality

Employees are

- a) Able to access; or
- b) May be exposed in the course of performing their duties to information that may be related to individuals, organisations or the general dealings of the City of Launceston. Some of this information will be of a sensitive nature – either within or external to the organisation.

By accepting this position the employee undertakes:

- a) To keep all information that they are exposed to confidential during and after their period of employment with City of Launceston. Information should never be disclosed outside of the organisation and only be disclosed to other employees if there is a need within the context of the task being performed.
- b) To not access any information within the organisation's systems that is not directly relevant to their work.
- c) To abide by the requirements of the Confidentiality and Privacy clause of the relevant Enterprise Agreement.

OTHER RELEVANT INFORMATION
<p>Expectations of a City of Launceston employee:</p> <ul style="list-style-type: none"><li>• Have strategies in place to enhance their own health and well-being, manage stress and maintain professionalism;</li><li>• Seeks feedback broadly and asks others for help with own development areas; and</li><li>• Translates feedback into an opportunity to develop.</li></ul>



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