

# Employment Information Package



## Information Services Administrator

**Position number:** POS0514

**Enquiries:**

**Name:** Wezley Frankcombe

**Position:** Senior Leader People, Governance and Safety

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**Email:** [Wezley.frankcombe@launceston.tas.gov.au](mailto:Wezley.frankcombe@launceston.tas.gov.au)

**Application closing date:** THURSDAY 25 JUNE 2026

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18–28 St John Street  
Launceston TAS 7250

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 City of  
**LAUNCESTON**

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**Address applications to:**

Senior Leader People, Governance and Safety  
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.

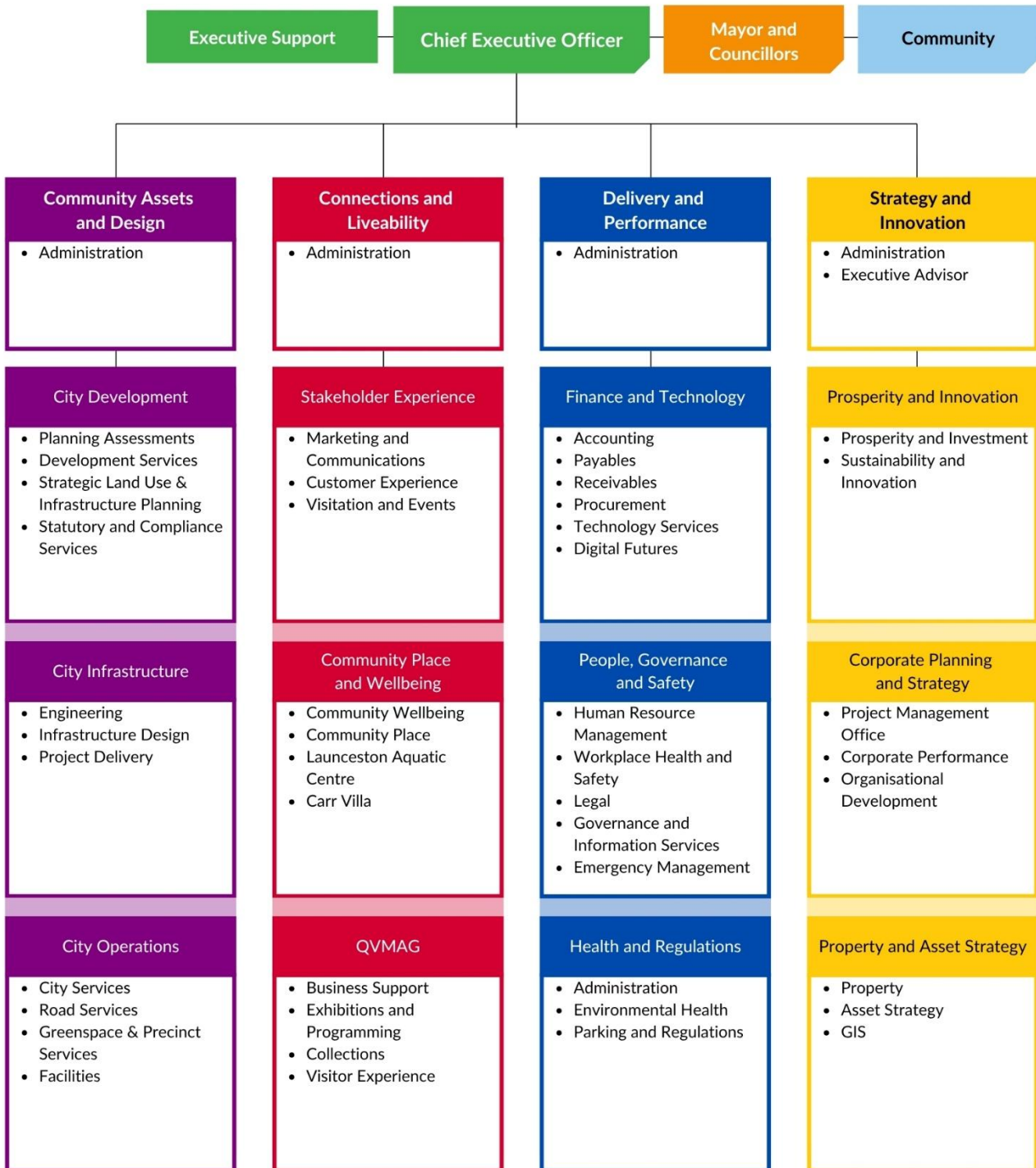
Click [here](#) to view City of Launceston's strategic and annual reporting.

## **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



# 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

**At the City of Launceston, diversity isn't just something we celebrate – it's key to our success.**

The most welcoming and innovative workplaces thrive because of diverse perspectives, backgrounds and experiences. That's why we welcome people of all identities, abilities, and cultures to be part of our team.

Even if you don't think you tick every box, we encourage you to have a go at telling us about yourself by addressing the selection criteria and apply. We're committed to creating an inclusive, flexible and supportive environment where everyone has the opportunity to succeed and contribute to something bigger – our community.

Join us and help shape a city that reflects the diversity, energy and potential of the people we serve.

**City of Launceston adheres to the principles of a child safe organisation and is committed to the care and protection of all children and young people.**

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.**

# 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>	Information Services Administrator
<b>Employment terms</b>	Permanent full time
<b>Working pattern</b>	Compressed 4 day work week or 9 day fortnight 76 hours per fortnight
<b>Total remuneration</b>	\$92,055 to \$101,438 per annum*(Applicable from 13 July 2026) <i>*Total remuneration includes superannuation, as detailed below</i> <b>Base salary</b> \$79,874 to 88,015 (Applicable from 13 July 2026)
<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

PF NUMBER:	PF02277	POS NUMBER:	POS0514
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POSITION TITLE:	Information Services Administrator
AWARD CLASSIFICATION:	Grade 4
EMPLOYEE:	
TEAM:	<b>Governance and Information Services</b> People Governance and Safety Delivery and Performance
REPORTS TO:	Coordinator Information Services
PREPARED BY:	Lucas Lim
DATE:	May 2026

APPROVED BY:	
NAME:	<b>Nathan Williams</b>
POSITION:	<b>Executive Leader Delivery and Performance</b>

## POSITION PURPOSE (Why does this position exist)

The broad requirement of this position is to support the following:

- Develop, schedule, co-ordinate and deliver ECM training for new and existing staff to raise the digital literacy levels within the organisation of our Corporate Document Management Products. Council Intranet product owner managing the vendor relationship, supporting training, aligning with the communication strategy, and making minor changes when required.
- Administer the Council Intranet product, Live Tiles running on top of the Office 365 product SharePoint Online by coordinating and managing platform content and user permissions.
- Participate in the Information Services Roster, when required, including processing incoming correspondence supporting the back scanning of hardcopy records.

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>		
ECM Product Administration	Assist in the administration of: <ul style="list-style-type: none"> <li>• City of Launceston's document management system (ECM)</li> <li>• Configuration of Business Processes</li> <li>• Operational Decision Making</li> </ul> Providing advice on how to configure ECM	Issues with ECM are resolved in a timely manner.  Business Processes are configured correctly.
ECM Product Training	Responsible for: <ul style="list-style-type: none"> <li>• Developing training materials for ECM</li> <li>• Providing a training program to CoL staff</li> <li>• Maintaining a high level of EDMS literacy through additional training</li> </ul>	Council staff have high ECM literacy
Intranet Product Owner	Responsible for: <ul style="list-style-type: none"> <li>• Maintaining external vendor relationships with the intranet provider</li> <li>• Co-ordination of content updates</li> <li>• Develop, maintain, and provide ongoing advice for the intranet governance framework</li> <li>• Develop training content, schedule, co-ordinate and manage the content owners' group</li> </ul>	Successful use of the Intranet product.  Ongoing development and interaction.

Accountabilities	Activities/Tasks include:	Success looks like ...
EDMS (electronic document management system)  (Council uses Technology One software application product - ECM)	Assist in where required: <ul style="list-style-type: none"> <li>• Maintain knowledge and awareness of Operating and System indexes and their environments in ECM.</li> <li>• Maintain awareness of document type formats and attributes.</li> <li>• Maintain best practices and industry standards through engaging with relevant industry bodies and networks</li> </ul>	Understanding of ECM structure.  Participate in the Tas User Group and other Local or National bodies.
Correspondence	Assist in where required: <ul style="list-style-type: none"> <li>• Identify Corporate documents</li> <li>• Classify emails and documents by determining correct assignment based on the relevant attributes as required</li> <li>• Register emails and documents by determining correct attributes to register them by</li> </ul>	The ECM operational Indexes contain corporate documents which are accessible, authentic, accurate, complete, meaningful and secure.  Execute the Information Resource Policy through standard work practices and encourage use of the system.
Work Safely with a Duty of Care for fellow employees and ensure procedural compliance	Perform all work in a safe manner in accordance with the City of Launceston's WHS Policy and Procedures  While at work, a worker must - <ul style="list-style-type: none"> <li>(a) take reasonable care for his or her own health and safety; and</li> <li>(b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and</li> <li>(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</li> <li>(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.</li> </ul> (Section 28 Work Health & Safety Act 2012)	
<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 &amp; encourages open discussions &amp; contributions from others</li> <li>Create and Innovate: displays initiative &amp; 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 knowledge and experience in the administration of document management applications including the management of business processes.</li> <li>Sound knowledge of Intranet Technologies including M365 SharePoint as well as other Information Management and Delivery applications</li> <li>Good interpersonal and communication skills including the ability to work flexibly and co-operatively within a team environment.</li> <li>Experience with investigating and troubleshooting technical issues relating to corporate applications.</li> </ul>	
<b>QUALIFICATIONS AND EXPERIENCE</b>	
<ul style="list-style-type: none"> <li>Degree or Diploma Level certification and at least three years relevant experience in Document Management and Intranet systems.</li> <li>Training and Experience in Managing and maintaining SharePoint Online</li> <li>Experience in effectively training others in new systems and processes is highly regarded</li> </ul>	

REPORTING STRUCTURE	
<b>Leader</b>	Team Leader Governance and Information Services
<b>Direct Reports</b>	Nil

KEY RELATIONSHIPS (External and Internal Customers, Supplier, Colleagues, etc)	
Internal	Nature of Relationships
Team Leader Governance and Information Services and Coordinator Information Services	Receives direction; provides updates on operations, issues, and risks.
Information Services Officers	Provides daily support, coaching, and workflow guidance.
All Council Staff and Councillors	Provides support and training on information and records practices.
ICT and Digital Teams	Collaborates on system configuration, upgrades, data standards, and user support.
External	Nature of Relationships

State Archives and Regulatory Agencies	Liaises on compliance matters, retention schedules and audits
Software Vendors	Coordinates system support, enhancements and issue resolution
Consultants and Trainers	Supports system improvements and capability building initiatives

<b>DELEGATIONS &amp; AUTHORISATIONS (Local Government Act, By-Laws etc)</b>	
Purchasing Approvals	Limit \$0

## 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.

<b>OTHER RELEVANT INFORMATION</b>
<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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