

Employment Information Package

Plumbing Maintenance Officer

Position number: POS0094

Enquiries:

Name: Nigel Freestone

Position: Team Leader Asset Investigations

Phone: 03 6323 3231

Email: nigel.freestone@launceston.tas.gov.au

Application closing date: 3PM, SUNDAY 26 OCTOBER 2025

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

✉ PO Box 396
Launceston
TAS 7250

☎ 03 6323 3000
@ contactus@launceston.tas.gov.au
🌐 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

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

An aerial photograph of Launceston, Tasmania, showing a mix of urban buildings, green spaces, and a river. A red geometric line pattern is overlaid on the left side of the image.

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.

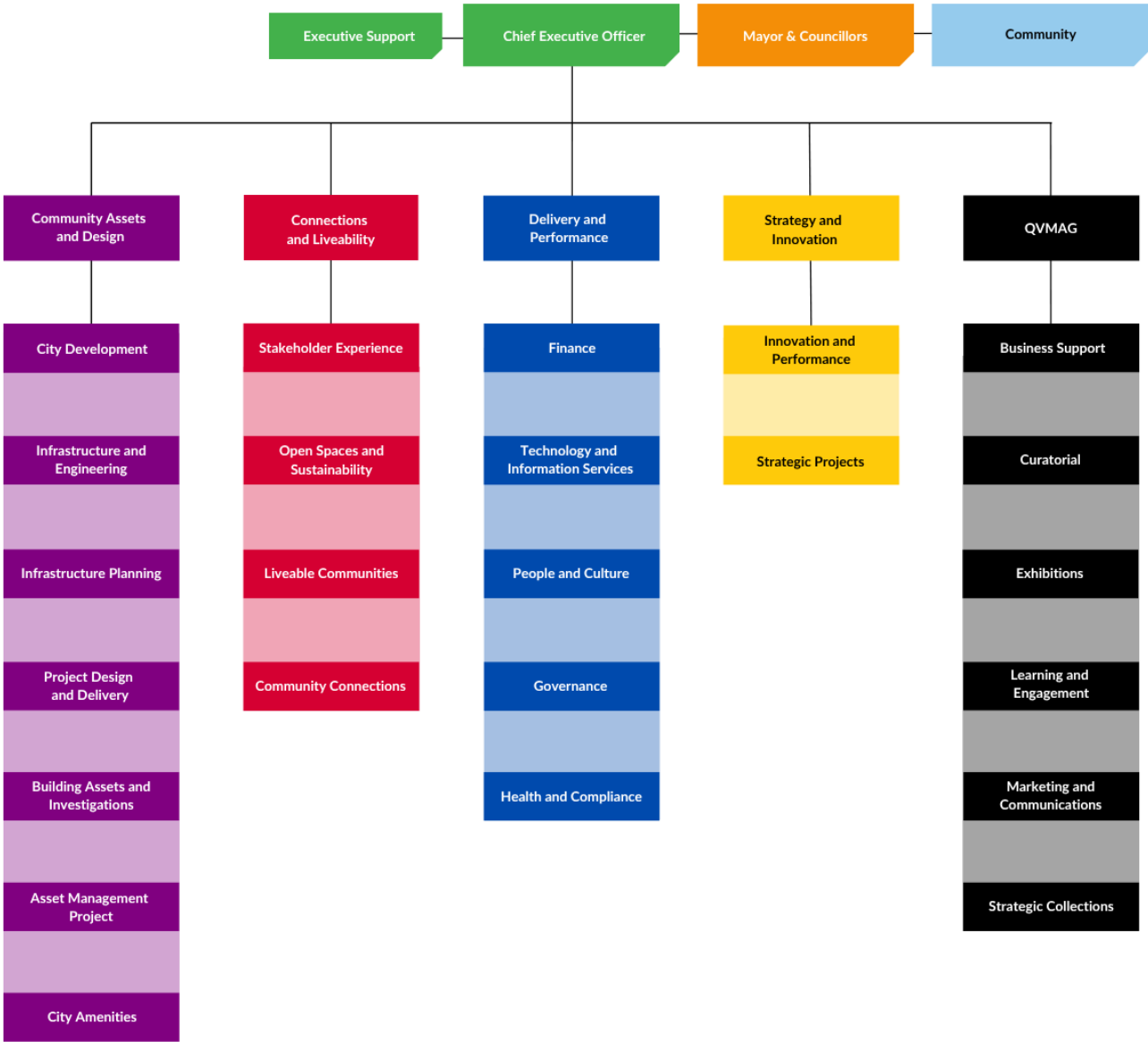
Click [here](#) to view City of Launceston's strategic and annual reporting.

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
4. Certificate IV in Plumbing (or an equivalent recognised plumbing trade qualification)
5. Current Plumbing Practitioner Licence

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, 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

Position title	Plumbing Maintenance Officer
Employment terms	Full Time
Working pattern	9 Day Fortnight (one RDO every fortnight)
Total remuneration	<p>\$87,671 - \$96,607 per annum*</p> <p><i>*Total remuneration includes superannuation, as detailed below</i></p> <p>Base salary \$76,071 - \$83,824</p>
Superannuation	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 - Plumbing Maintenance Officer

PF NUMBER:		POS NUMBER:	POS0094
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POSITION TITLE:	Plumbing Maintenance Officer
AWARD CLASSIFICATION:	Grade 4
EMPLOYEE:	Vacant
TEAM:	Building Assets and Investigations
REPORTS TO:	Team Leader Asset Investigations
PREPARED BY:	Nigel Freestone
DATE:	September 2025

APPROVED BY:	
NAME:	Dean Edsall
POSITION:	Senior Leader - City Amenities
SIGNATURE:	

POSITION PURPOSE (Why does this position exist)
<p>This position exists to ensure Council facilities are safe, functional and fit for purpose through the effective delivery of plumbing services. The role provides technical expertise, maintenance and project support that underpin the reliable operation of Council's building assets. It contributes by:</p> <ul style="list-style-type: none">• Delivering reactive, preventative and programmed plumbing maintenance to safeguard asset performance.• Managing and delivering minor project works, including renewals and operational improvements.• Supporting teams and networks in the successful delivery of projects and programs.• Providing technical advice on plumbing-related matters to guide decision-making.• Assisting asset managers with planning and coordination of maintenance activities.• Inspecting, assessing and reporting on the condition of Council assets to inform future works.• Ensuring all tasks are executed to a high standard, in compliance with legislation, Australian Standards and agreed service levels.

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 ...
General		
City of Launceston's Values	Behave in a way that supports the City of Launceston's values. <ul style="list-style-type: none"> • Our people matter • We care about our community • We bring an open mind • We go home safe and well 	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.
Technical		
Plumbing Maintenance Services	Provide plumbing maintenance services for Council's buildings and facilities in accordance with the team member's level of ability and qualifications, with a focus on efficiency and continuous improvement. Carry out plumbing repairs, servicing, and replacement of fixtures, fittings, and systems (e.g. toilets, sinks, drainage, water supply, hot water systems), identifying opportunities to improve processes and reduce future maintenance needs. Conduct routine checks of plumbing infrastructure, ensuring compliance with plumbing codes and Australian Standards, while suggesting	Councils assets are safe and fit for purpose Customers needs are identified and their expectations are well managed Minimal disruption to stakeholders occurs Team members effectively complete preventative and scheduled inspections relevant to their role

Accountabilities	Activities/Tasks include:	Success looks like ...
	<p>enhancements to practices and preventative maintenance programs.</p> <p>Execute allocated work orders and inspection audits, contributing to the refinement of systems and procedures to improve service delivery.</p> <p>Respond to reactive plumbing maintenance requests resulting from inspections or customer reports, providing feedback that supports learning and service improvements.</p> <p>Ensure all works are performed in accordance with the requirements of the relevant legislation, Australian Standards, and service levels, while promoting innovation and continuous improvement in methods and outcomes.</p>	<p>Works are completed on time and to budget</p> <p>Sound judgement is used to prioritise works and reduce risks</p> <p>All works are deemed to be compliant with the legislation</p>
Asset Inspections and Audits	<p>Undertake scheduled plumbing inspections across Council facilities (e.g. leak detection, backflow prevention, hot water systems).</p> <p>Contribute to the development of asset management and maintenance plans.</p>	<p>Inspections are undertaken within specified time frame and in accordance to relevant legislative and Australian Standards.</p> <p>Identified defects are actioned appropriately.</p>
Project Delivery	<p>Management and delivery of operational and minor projects.</p> <p>Apply the correct procurement policies and procedures.</p> <p>Assist the Team Leader and Manager with the identification and investigation of future plumbing projects.</p>	<p>Projects are delivered on time and within budget.</p> <p>Suitable project management processes are implemented.</p> <p>The lifecycle of the asset is managed appropriately with renewals and upgrades appropriately forecasted in the SAMP.</p>
Customer enquiries and complaints	<p>Undertake the investigation of plumbing related customer complaints to provide suitable solutions.</p>	<p>Customer requests and work orders are actioned and completed within agreed timeframes.</p>

Accountabilities	Activities/Tasks include:	Success looks like ...
	<p>Provide technical advice and solutions where appropriate to customers.</p> <p>Support customers in understanding the possibilities and limitations of Council's plumbing infrastructure.</p> <p>Provide written responses to both internal and external requests.</p>	<p>Customers are proactively kept informed of the status of their request.</p> <p>Decisions are clear and transparent and communicated effectively to the customer.</p>
Contractor Management	<p>Engage, coordinate and where necessary supervise plumbing contractors in the execution of allocated works.</p> <p>Ensure WH&S risks are managed appropriately as determined by the Organisation.</p>	<p>Work sites remain safe for employees, the community and contractors.</p> <p>Identified risks are managed appropriately.</p>
Emergency Response	Assist as part of the Emergency Management Team in emergency events (e.g. preparing and deploying signage and barriers).	Operational support as required.
Administrative and Other Duties	<p>Ensure purchase orders, work orders and works associated with operational tasks are completed.</p> <p>Provide back-up assistance to the Team for responding to day-to-day general enquiries.</p>	<p>There is no back log of outstanding purchase orders.</p> <p>The appropriate level of customer service is maintained.</p>
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 WHS 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>	

Accountabilities	Activities/Tasks include:	Success looks like ...
	<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 & Safety Act 2012)</p>	
Note: 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.		

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

SELECTION CRITERIA
POSITION REQUIREMENTS/COMPETENCIES
Organisational
<ul style="list-style-type: none"> Community Focussed: considers community/customers in decision making Communicate and Engage: demonstrates self-awareness & encourages open discussions & contributions from others Create and Innovate: displays initiative & considers different ideas and perspectives Safety Focussed: takes responsibility for own and team's health, well-being and self-care
Position Specific
<ul style="list-style-type: none"> Work unsupervised and as part of small team Excellent time management and strong problem-solving skills Project and contractor management skills Strong customer service ethic with the ability to build rapport with stakeholders Problem-solving abilities with a focus on continuous improvement practices.
QUALIFICATIONS AND EXPERIENCE
<ul style="list-style-type: none"> Certificate IV in Plumbing (or equivalent recognised plumbing trade qualification). Relevant experience in plumbing maintenance within commercial or public facilities (desirable 5 years). Current Plumbing Practitioner Licence. MSMSS00019 – Operate a Drain Cleaning System

• CPCPWT4022 – Commission and Maintain Backflow Prevention Devices
• CPCPWT4023 Commission and maintain hot and heated water temperature control devices
• Construction Industry White Card
• Possession and retention of current C class drivers' licence

REPORTING STRUCTURE	
Leader	Team Leader Asset Investigations
Direct Reports	Nil

KEY RELATIONSHIPS (External and Internal Customers, Supplier, Colleagues, etc)	
Internal	Nature of Relationships
Team Leader Asset Investigations	Receive direction and guidance, provide information
Team Leader Building Asset Management	Receive direction and guidance, provide information
Coordinators Building Assets and Investigations Team	Receive direction and guidance, provide information
Asset Investigation Officers	Cross collaborate
External	Nature of Relationships
Customer and the Community	Provide support and assistance within scope of role
Contractors	Provide project and task briefings, liaise and audit work, site supervision

DELEGATIONS & AUTHORISATIONS (Local Government Act, By-Laws etc)	
Purchasing Approvals	Limit \$5000

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">• Have strategies in place to enhance their own health and well-being, manage stress and maintain professionalism;• Seeks feedback broadly and asks others for help with own development areas; and• Translates feedback into an opportunity to develop.



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