



Break O'Day
COUNCIL

EMPLOYMENT INFORMATION PACK



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Visitor Information Centre – Customer Service

With one of our valued team members retiring from the St Helens Visitor Information Centre in late August, a part time position at the St Helens Visitor Information Centre is now available.

This role entails working up to 2 days per fortnight, with additional days as needed for leave coverage and weekend work.

If successful, you will be the main customer service contact at the St Helens Visitor Information Centre and will be expected to provide consistently high standards of customer service.

The successful candidate will join a customer focused, friendly and adaptable team, though the role primarily involves working independently. Responsibilities include engaging with a diverse range of visitors, promoting local tourist attractions, managing stock control, handling cash transactions, and potentially contributing to system and service delivery improvements at the St Helens Visitor Information Centre.

Hours:

The Ordinary Hours of Work are between 9:00am and 4:30pm. A 30-minute lunch break applies. This position has been classified as minimum 7 hours per fortnight and will include some weekend work, plus additional for leave coverage.

Council offers flexible working arrangements, which will be negotiated between yourself and manager Corporate Services.

From time-to-time additional hours or hours outside the Ordinary Hours of Work will be required and these will be dealt with in accordance with the Enterprise agreement.

Pay:

The applicable salary will depend on the qualifications, skills, and experience of the successful Applicant. The position has been classified in the range of Administration Level 2A under the Break O' Day Council Enterprise Agreement 2018. Currently this provides for a minimum salary entry point of \$66,230.78 per annum, pro rata.

EMPLOYMENT FAQs

How am I employed?

Employment for this position is by the Break O'Day Council (BODC) and employment conditions are determined and described in the Break O'Day Council Enterprise Bargaining Agreement 2018 as found on the BODC website, in the employment section. Specific employment conditions (pay rate and terms of employment) will be contained in individual letters of offer.

How long will the employment last?

This role is a permanent full time position. Your contractual obligations will be set out in a letter of offer to you.

What work will I be doing?

The description of duties in the Job and Person Specification (position description) provides an understanding of the work to be done. While every effort is made to describe the specific tasks, from time-to-time other duties may be required to be undertaken.

How do we work?

At Council our values guide how we operate, we work as a team with open and honest communication; we act with integrity whilst showing respect and being positive and proactive in our actions.

The consistent goal of all Council's work is to improve our environment and provide excellent service to the community, ratepayers, and visitors alike. We place high value on teamwork and tasks will be achieved most efficiently when everyone works toward a common goal.

When will I start work if I am employed?

Your employment will commence as soon as practicable after conclusion of the interview and pre-employment processes and in negotiation with the HR Coordinator.

What about Work Health & Safety (WHS)?

Council places high value on safety in the workplace and all interested candidates are required to demonstrate an excellent understanding of their obligations with respect to their own safety and the safety of others in and around the workplace. Council does not tolerate any behaviour or work practises that do not meet the highest standards of WHS. Personal Protection Equipment (PPE) will be provided if required. Medical examinations and drug and alcohol testing will also be required before any offers of employment are made.

Will I be provided with a uniform?

Council will provide appropriate work clothing.

HOW TO APPLY

When do applications need to be submitted by?

Applications will be reviewed on a weekly basis, until the position is successfully filled.

To apply, you must address each of the Selection Criteria.

This is achieved by describing and giving specific examples how your previous work experience has allowed you to develop each of the skills and abilities required. The quality of your writing is not what we are assessing; it is your work experience as it relates to the tasks required and described.

A complete application will require:

Covering Letter;

Addressing of the Selection Criteria;

Current Resume/CV;

Completed Pre-Employment Health Disclosure; and a

Completed Application for Employment Form (available on the website)

If you would like to enquire about the role, please contact Council's HR Coordinator, Erica Mckinnell on 6376 7900 or email erica.mckinnell@bodc.tas.gov.au.

Applications can be submitted by email only to admin@bodc.tas.gov.au

Please note: Elected Members (Councillors) have no influence in recruitment/employment decisions



OUR VISION + VALUES

Our Vision

A naturally beautiful environment that speaks to our heart. A diverse and thriving community; a place of opportunity. A place where everyone feels safe, welcome and connected.



Our Values

Working as a TEAM with OPEN & HONEST COMMUNICATION; we act with INTEGRITY whilst showing RESPECT and being POSITIVE and proactive in our actions.

FAST FACTS



Municipal Area: 3809 square kilometers

Population:

6104 permanent residents (2016 ABS), to 15,000+ in summer

Rated Properties: 6386



Major Industries:

Tourism, Retail Trade, Health Care & Community Services

Growth Industries:

Tourism, Fishing & Aquaculture, Agriculture, Forestry, Mining



Natural Attractions: Bary of Fires, Peron Dunes, Mt Victoria, Blue Tier, Evercreech White Gum Reserve, Mt William National Park, Eddystone Point, St Columba Falls, Halls Falls, St Patricks Head



Adventure Attractions: St Helens Mountain Bike Network, Blue Derby Mountain Bike Trails, Fishing, Surfing, Diving, Bush Walking, Camping



REGIONAL SNAPSHOT

The Break O'Day municipality extends along the East Coast of Tasmania from Eddystone Point (Irapuna) in the north to Denison River in the south and west through the Fingal Valley. Our region includes a diverse range of scenery and townships from the arty and creative hub of St Marys, historic townships like Fingal, Mathinna and Weldborough, the mining town of Cornwall, rich farming towns like Pyengana and Goulds Country as well as coastal towns and hamlets such as Seymour, Four Mile Creek, Falmouth, Ansons Bay, Scamander, Beaumaris, Binalong Bay and St Helens - the Game Fishing capital of Tasmania.

St Helens is the major hub of the Break O'Day region and East Coast featuring a hospital, numerous accommodation options, a District High School that offers Kindergarten to grade 12, Trade Training Centre, Neighbourhood House, Business Enterprise Centre, numerous restaurants and cafés, retail outlets and more.

In November 2019 the St Helens MTB Network officially opened and has seen a range of MTB related businesses developing to support the MTB Network.



St Marys is the main hub of the Fingal Valley and features a District School offering Kindergarten to grade 12, a Community Health Centre, a range of unique local businesses, coffee shops and regular artisan markets.

While our region has won international acclaim for the coastal beauty of the Bay of Fires, which is synonymous with pristine white sand, turquoise water and distinguishable orange lichen covered rocks, we also have a range of national parks, conservation areas and reserves on our doorstep.



REGIONAL SNAPSHOT

Mt William National Park, located in the northern reaches of the municipality blends beachscapes with the forest.

There are also some beautiful waterfalls in the area from the striking St Columba Falls, one of Tasmania's highest, multi-tiered falls to beautiful Halls Falls. The Fingal Valley is also home to a number of waterfalls including the picturesque Mathinna Falls.

The beauty of the Blue Tier has long been a secret quietly kept by the locals but is now gaining recognition thanks to the Blue Tier Descent which is the jewel in the crown of the Blue Derby Mountain Bike Trails, as well as the 42km Bay of Fires Trail which takes riders from the top of the Tier all the way to Swimcart beach in the Bay of Fires. The Blue Tier also offers 4WD and bush walking opportunities.

It is an area of diverse cultural and historic significance that starts with the region's aboriginal people through to the early days of tin mining which brought a large Chinese population to the area.

The Fingal Valley is predominantly an agricultural area but also features many forest walks and recreation areas.

Head to the forest reserve of Evercreech which features some of the tallest gums in the world and visit Mathinna Falls while you are there. If you are the adventurous type you could climb St Patricks Head and get a 360 degree view of the coast and the valley; a trek well worth the effort.

From the mountains to the sea, the Break O'Day region is abundant in natural attractions, activities and development opportunity.



OUR COMMITMENT TO OUR COMMUNITY



LEADERSHIP / OWNERSHIP

- + We will be visionary and accountable leaders who advocate and represent the views of our community in a transparent way.
- + We will make decisions for the greater good of Break O'Day by being accessible and listening to our community.



GREAT COMMUNICATION

- + We will listen, consult and engage with the community and individuals.
- + We will be open, honest and proactive in our communication. We will keep people informed about the things that matter to them.



INFRASTRUCTURE & SERVICES

- + We will plan, deliver and maintain quality infrastructure and services.
- + We will strive to deliver excellent customer service and promote Break O'Day as a desired destination.



WORKING TOGETHER

- + We will build, and maintain strong relationships and partnerships through consultation, engagement and collaboration.
- + We will support and facilitate our community.



STEWARDSHIP / CUSTODIAN

- + We will be responsible in planning and management of the Break O'Day area.
- + We will make good decisions about our environment and resources.
- + We will balance competing needs and demands while keeping a sustainable future in mind.



FISCAL RESPONSIBILITY

- + We will work within a culture of financial sustainability focusing on securing outside funding, spending wisely and being fair to all.
- + We will recognise the limitations of resources and the community's capacity to pay.
- + By ensuring that all we do fits within the above mentioned ideals, we will be able to successfully, and positively influence our customer's perception of us and therefore our brand.