

INFORMATION PACKAGE

Shire of East Pilbara

Aquatic Administration Officer – Part Time

Job code: #172

Part Time | Newman | Living Allowance up to \$15,000 | 30 hours per week

The Shire is recruiting for a community focused team player.

To contribute to the efficient and effective operation of the Newman Aquatic Centre and its swim school through providing a confidential, high standard of customer and administration services. Establish sound customer service and administration processes and procedures within the section to ensure effective systems are in place.

You will have:

- Completion of Year 12 English and Mathematics
- Previous experience in a Customer Service function/administration function
- Good knowledge of and experience in the usage of computer systems and software
- Highly developed customer service skills
- Highly developed communication, interpersonal skills
- Highly proven self-management, time management and organisational skills Developed numeracy skills
- Current Working With Children Check
- Current WA 'C' Class Drivers Licence
- Current AUSTSWIM Teacher of Swimming and Water Safety
- Current AUSTSWIM Teacher of Swimming and Water Safety Assessor (or ability to obtain)
- Current 003 Provide First Aid Certificate

Remuneration and Benefits:

- Salary between \$58,000 and \$64,000 (pro rata)
- 15.5% Employer Superannuation Contribution (subject to employee matching contribution), *plus...*
- Living Allowance up to \$15k per annum, *plus...*
- Parental Leave, eligibility for Long Service Leave and Professional Development, *plus...*
- Discount on gym, recreation and aquatic centre memberships.

Next steps

Please submit a current Resume and Cover Letter addressing the Essential Criteria in up to three pages via our website: <http://www.eastpilbara.wa.gov.au/about-us/employment-opportunities> where the Application Package along with the Position Description can also be downloaded. If you are unable to apply via our website, please submit your application by emailing recruitment@eastpilbara.wa.gov.au.

The Shire of East Pilbara is committed to eliminating all forms of discrimination in the provision of our services. We embrace diversity and strongly encourage applications from Aboriginal and Torres Strait Islander peoples, people from culturally diverse backgrounds and people with disabilities.

Closing date:

4:00pm Monday 10/10/2022.

For enquiries relating to the application or recruitment process, please contact **People and Culture Team on (08) 9175 8000** or recruitment@eastpilbara.wa.gov.au

For role specific enquiries, please contact **Melissa Warren on (08) 9175 8000**

www.eastpilbara.wa.gov.au

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POSITION DESCRIPTION

Shire of East Pilbara

Position Title

Aquatic Administration Officer – Part Time

Directorate

Community Services

Reports to

Team Leader Aquatic Services

Position Number

#172

Position Level

LGIA 3

Position Summary

To contribute to the efficient and effective operation of the Newman Aquatic Centre and its swim school through providing a confidential, high standard of customer and administration services. Establish sound customer service and administration processes and procedures within the section to ensure effective systems are in place.

Position-Level Principles, Obligations & Accountabilities

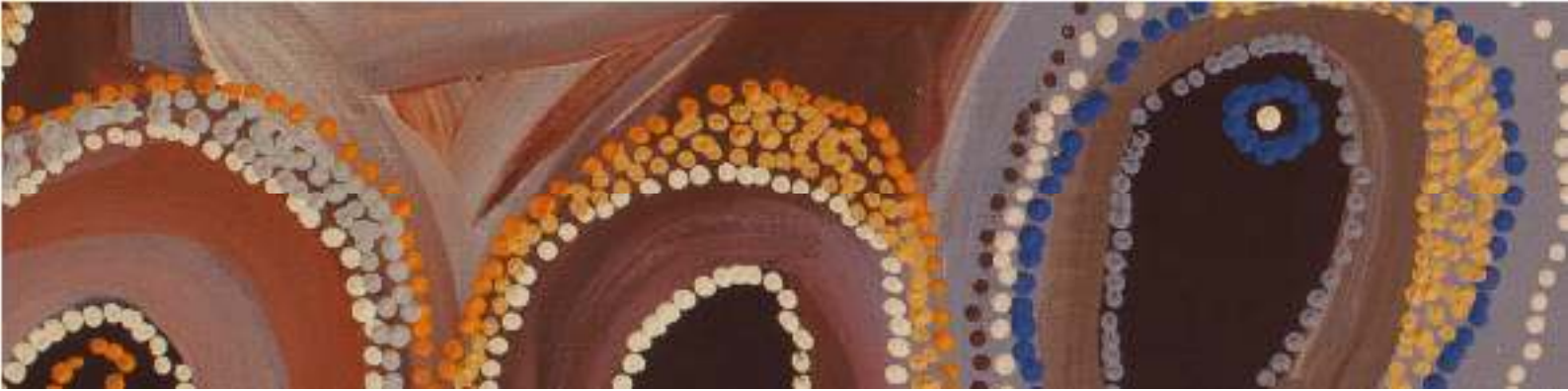
The primary outcomes of this position type include:

- Supporting and promoting the “culture” and “values” of the Shire of East Pilbara evidenced through personal commitment, personal behaviour, language and the achievement of results;
- Contributing to employee and customer satisfaction, engagement and excellence;
- Collaboratively participating in teams to deliver projects and outcomes for and on behalf of the Shire;
- Effectively communicating and cooperating with internal and external stakeholders as applicable to maintain positive relationships with the Shire;
- Actively contributing towards the achievement of financial efficiencies and quality of service, as directed;
- Proactively report upon, and mitigate, risks.

Role Accountabilities

- Provide a high level of customer service to internal and external customers.
- Liaises effectively with patrons and ensure that customer complaints and queries are responded to effectively in a time appropriate manner.
- Timely and quality completion of customer service and administration functions including preparing statistical reports.
- Assist in maintaining and developing the team roster, ensuring community needs are met.

- Actively participate in the ongoing development, compliance and promotion of customer service standards.
- Assist in the control of relevant expenditure and income accounts including grant accounts and acquittals.
- Provide administration services to the organization in line with the established Shire guidelines policies and procedures.
- Assist with community engagement activities as directed by the Coordinator Aquatic Services.
- Assist in the development, maintenance and communication of department policies and work procedures.
- Assist in organizing staff meetings and training sessions.
- Organise and supervise Newman Swim School and related services and programs in accordance with the operational policy and for the maximum benefit for the community, staff and the Shire.
- Mentor, train, supervise and performance manage the Newman Swim School team members and cultivate a strong culture of progressive aquatic education based on the Royal Life Saving Society WA, Learn to Swim Program.
- Assist with teaching within the Newman Swim School program.
- Liaise with Royal Life Saving Society WA, AUSTSWIM and other aquatic industry stakeholders.
- Develop, market and evaluate a range of aquatic based initiatives with a core focus on learn to swim classes and other aquatic activities that emphasise customer service and industry best practice, ensuring the community gains benefit.
- Operation of the Kiosk, including stock control, mentoring of Kiosk attendants and ensure a high level of customer service.
- Perform other duties as requested within the scope of this level and in accordance with skills,



knowledge and experience.

Team

- Work effectively within a team environment.
- Establish effective working relationships with team members and apply sound communication skills to resolve issues.
- Effectively manage time and prioritize tasks.
- Apply Occupational Safety and Health Legislation and policies to maximize a safe working environment.
- Support and promote the Shire's code of conduct within the team and assist in the progression of the Shire's strategic Plan.
- Undertake special projects in line with the position responsibilities.

Selection Criteria

Applicants are required to address ONLY the Essential and Desirable criteria in their written application

Essential Criteria

To be considered for this role you must demonstrate the following skills and experience:

- Completion of Year 12 English and Mathematics
- Previous experience in a Customer Service function/administration function
- Good knowledge of and experience in the usage of computer systems and software

- Highly developed customer service skills
- Highly developed communication, interpersonal skills
- Highly proven self-management, time management and organisational skills
- Developed numeracy skills
- Current Working With Children Check
- Current WA 'C' Class Drivers Licence
- Current 003 Provide First Aid Certificate

Desirable Criteria

- Current AUSTSWIM Teacher of Swimming and Water Safety (or ability to obtain)
- Current AUSTSWIM Teacher of Swimming and Water Safety Assessor (or ability to obtain)
- Working knowledge of the Local community and Shire functions
- Current AUSTSWIM Teacher extension courses
- Previous experience in the aquatic environment
- Previous experience in marketing and/or community engagement

Remuneration details

Employment conditions in accordance with the Local Government Industry Award 2020.

Award

Employment conditions in accordance with the Local Government Industry Award 2020.

Cash salary component:

- Cash component between **\$58,000 - \$64,000** (pro-rata).
- A Living Allowance of up to \$15K (pro-rata) will be paid as per the Shire's policy and may be subject to change.
- 9.5% Superannuation Guarantee plus additional 5% subject to an employee contribution of 5%. The combined total of the Shire of East Pilbara contribution shall not exceed 14.5% of the specified salary.

Hours of Work:

- As per the Award provision, ordinary hours of work are 30 hours per week.

Accommodation:

- Shire accommodation is not provided with this position.

In addition:

- Uniform allowance as per the Shire's policy (pro rata)
- 5 weeks annual leave (pro-rata to the hours worked)
- Long Service Leave - Thirteen (13) weeks after ten (10) year continuous Local Government services.
- Annual Leave Travel Assistance - Following twelve (12) months (full time employment worth) completion of service one (1) return economy airfare to Perth, based on the cost of an airfare from Newman.

Other Benefits and services:

- Discounts for staff for the use of recreation and aquatic center facilities as per shire policy.
- Free health and fitness assessments by qualified staff at the recreation centre.
- Professional development is encouraged and promoted by providing staff training as necessary and attendance at seminars/conferences is also supported.

INFORMATION FOR APPLICANTS

Shire of East Pilbara

Employment Considerations

To be considered for a position at the Shire of East Pilbara, applicants must be able to satisfy the following appointment prerequisites by providing:

- Completion of 100-point identification check
- Current National Police Clearance
- Hold the appropriate rights to work in Australia
- Completion of a pre-employment medical

General accountability, Attitude, Behaviour and Conduct

Every person carrying out work for the Shire has a personal accountability for their observable attitudes, behaviour, and conduct. Obligations regarding these are contained in other documents such as:

- The Shire's Code of Conduct;
- Management directives and approved policies and procedures;
- Staff Values and behavioural commitment statements;
- Other lawful and reasonable directions from the employer, and particularly those relating to General Accountabilities of government employees.

Application

Your application should include a covering letter explaining your interest in the position (no more than three pages) and a current resume detailing your qualifications, experience and attributes for the position. It is essential that the information you provide is clear, concise and relevant, so that the selection panel can readily assess your claim for the position. It is up to you to demonstrate to the panel that you understand the requirements of the position and that you have the necessary knowledge, experience and qualifications to successfully carry out the duties.

Supporting an Inclusive and Diverse Workforce

The Shire of East Pilbara is an Equal Opportunity employer we recognise that our workforce is strengthened by diversity and actively foster an inclusive workplace.

Medical Examination

Following the interview process, the successful applicant will be required to undergo a medical examination. Full documentation for the requirements of the position will be given to the medical practitioner prior to the examination and the medical examination costs are paid by Shire. Existing illness will not necessarily preclude an appointee from the selection process.

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About The Shire Of East Pilbara

For the keen explorer, the Shire of East Pilbara is Australia's largest Shire, offering a diverse mix of desert sands from the Great Sandy and Gibson Deserts to the pristine coastal reserve of Cape Keraudren.

There are three towns in the Shire of East Pilbara: Newman, Marble Bar and Nullagine; each offering something unique.