



Shire of Lake Grace

Application Form

Lake Grace Visitor Centre Coordinator

PRIVATE DETAILS		
Surname		
Given names		
Street address		
Suburb	State	Postcode
Mobile phone	Other (work/home)	
Email address		
Do you have a valid WA driver's licence? Yes <input type="checkbox"/> No <input type="checkbox"/>		
Class:	Licence number: Please bring your driver's licence with you if you are invited for an interview.	
Police and other Clearances: If this position requires you to have a Police Clearance, Working with Children/ Traffic Convinctions Checks. Please bring your cards, or certificates to interview.		
EMPLOYMENT RIGHTS		
Are you an Australian Citizen? Yes <input type="checkbox"/> No <input type="checkbox"/>		
Are you currently on a working visa? Yes <input type="checkbox"/> No <input type="checkbox"/>		
If "yes" please provide details		
EDUCATION AND QUALIFICATIONS		
Institute	Qualification	Completion Date
OTHER RELEVANT SKILLS AND CERTIFICATIONS (e.g. First Aid)		
EMPLOYMENT HISTORY		
Most recent employer/Company Name:		

Position held:				
Start date:			End date:	
Description of duties:				
Reasons for leaving:				
Previous employer/Company Name:				
Position held:				
Start date:			End date:	
Description of duties:				
Reasons for leaving:				
Previous employer/Company Name:				
Position held:				
Start date:			End date:	
Description of duties:				
Reasons for leaving:				
HEALTH QUESTIONNAIRE				
Do you suffer from any injury, illness or disability that may impact on the tasks required to fulfil this position?				
Yes, please complete below <input type="checkbox"/>			No <input type="checkbox"/>	
Please note, disclosure of any illness, injury or disability will not exclude an applicant from employment. The Shire/City/Town of has a Duty of Care to all employees and disclosure of a pre-existing condition may require adjustments to the workplace to ensure the reduction of potential harm.				
Have you ever had a workers' compensation claim?				
Yes, please complete below <input type="checkbox"/>			No <input type="checkbox"/>	
Reference is made to Div.8 Section 79 of the Worker Compensation and Injury Management Act 1981				
Description of injury, illness or disability (nature, date occurred, duration, employer)				
PROFESSIONAL REFEREES				
Name	Company	Position	Contact Phone	Contactable immediately
				Yes <input type="checkbox"/> No <input type="checkbox"/>
				Yes <input type="checkbox"/> No <input type="checkbox"/>
				Yes <input type="checkbox"/> No <input type="checkbox"/>
HOW DID YOU LEARN ABOUT THIS OPPORTUNITY				
West Australian <input type="checkbox"/>	Seek <input type="checkbox"/>	Other online recruitment agency <input type="checkbox"/>	Shire Website <input type="checkbox"/>	Professional Association/Institute <input type="checkbox"/>
Referral <input type="checkbox"/>	LG Net <input type="checkbox"/>	Local Newspaper <input type="checkbox"/>	Educational Institute <input type="checkbox"/>	Other (please give details) <input type="checkbox"/>

ATTACHMENTS

Please include the following documents with your application:

Cover Letter

Resume

Selection Criteria

Are you currently or have you worked for the Shire in the past? Yes No

Are you currently or have you been placed at the Shire by a recruitment agency in the past 12 months? Yes No

If 'YES', provide Position Title

I consent to any reference checks which may be necessary to support my applicaiton Yes No

Health

Applicants who are successful in the short listing process may be subject to a pre–employment medical as part of the Shire’s recruitment process. At this stage applicants may be required to disclose any prior workers compensation claim/s and details of any previous or current medical condition/s or restriction/s that may impede their physical ability to perform the role they have applied for.

I understand and agree to these terms and conditions Yes No

Career Pathway

Please indicate the direction you would like your career to take and the steps you are prepared to undertake to achieve this, together with the Shire of Lake Grace.

Applicant declaration

I certify that my answer to each of the above questions is true and this information is correct. I understand that any misrepresentation of facts in this application could be cause for instant termination if I am employed with Shire. If you are successful in your application your form will become part of your employment record.

Signed: **Date:**

Employment Conditions

Location	Lake Grace			
Industrial agreement	LGIA 2010			
Salary	TBA			
Tenure	Full-Time			
Hours of work	8am-5pm accruing 4 hours towards an RDO each 19 days worked ie; 76 hours per fortnight			
	shift work	Yes	<input type="checkbox"/>	No X
Parking	N/A			
Superannuation	9.50% with option to voluntary contribution 5% with shire matching			
Annual leave	20 days Pro rata			
Personal/carer's leave (recognised as sick leave)	10 days pro rata			
Long service leave	Entitled after 10 year continuous service			
Study assistance				
Health and wellbeing				
Probationary period	3 months			
Pre-employment medical	Required			
National Police Clearance	Required – no older than 3 months (If successful appointment is made reimbursement will follow as long as receipt is provided)			
Closing date	In the interest of fairness and equity, late applications will not be accepted.			

Position Description Attached



Shire of Lake Grace

LAKE GRACE VISITOR CENTRE COORDINATOR POSITION DESCRIPTION

Shire Values

"A safe, inclusive and growing community embracing opportunity"

Position title	Lake Grace Visitor Centre Coordinator
Department / service area	Community Services
Industrial award	Local Government Industry Award 2010
Classification	Level 3/4
Position reports to (role)	Deputy Chief Executive Officer
Position supervises / Manages (roles)	Volunteers
Last date PD reviewed	13/11/2017
Links to Corporate Plan Objectives	<i>Shire of Lake Grace Strategic Community Plan 2017 – 2027</i> Economic Objective - A prosperous agricultural based economy, supporting diversification of industry. Outcome 1.3 An attractive destination for visitors <ul style="list-style-type: none">• 1.3.1 Promote and develop tourism as part of a regional approach• 1.3.2 Maintain and enhance local iconic attractions and infrastructure• 1.3.3 Continue to provide and maintain visitor support services
Position Certification Date:	03/11/2017
Employee Name:	Signature:
Manager Name: Linda Gray DCEO	Signature:
Position Summary	
Job Purpose <i>The Co-ordinator is responsible for the operation and administration of the Lake Grace Shire Visitor Centre (LGSVC) under the direction of the Deputy Chief Executive Officer (DCEO) while working with the LGVC Management Committee.</i>	
Position Objectives	
To ensure the Lake Grace Visitor Centre is a vibrant customer service based organisation, focused on high quality visitor and member servicing.	
To manage the Lake Grace Visitor Centre in accordance with the policies and directives of the Shire of Lake Grace and the Lake Grace Visitor Centre Management Committee.	
To implement procedures that ensure functional and operational tasks are executed satisfactorily.	
To provide an efficient and safe work environment for volunteers, general public and Centre users.	

Primary, delegated or supporting responsibilities

- Liaise with community organisations and represent the Shire at relevant committees and forums.
- Record Management - registering & filing relevant to position.
- General Risk Management/Occupational Safety & Health.
- Adhere to the Shire's policy and procedures and other related documents that may be developed and endorsed by Council.
- Other duties as directed by the Deputy Chief Executive Officer.

General Responsibilities and expected behaviour or conduct

The Model Code of Conduct provides elected members and staff in Local Government with consistent guidelines for an acceptable standard of professional conduct. The Code addresses in a concise manner the broader issue of ethical responsibility and encourages greater transparency and accountability in individual Local Governments.

Staff are expected to;

- assist other employees from time to time and contribute to teamwork,
- behave in a manner and be seen to act, properly and in accordance with the requirements of the law and the terms of this Code,
- observe the highest standards of honesty and integrity,
- avoid conduct which might suggest any departure from these standards,
- give effect to the lawful policies of the Local Government, whether they agree with or approve of them.

Key Performance Indicators To be established	Performance Requirements
To be implemented	

Occupational Safety and Health Statement of Outcome

A safe and efficient place of work is our goal, and we must all be committed to reach this outcome. The Shire of Lake Grace is committed to continuous improvement of the Occupational Health and Safety standards.

Equal Employment Opportunity Statement of Outcome 2017-2020

- The organisation values EEO and diversity and the work environment is free from sexual and racial harassment.
- Workplaces are free from employment practices that are biased or discriminate unlawfully against employees or potential employees.
- Employment programs and practices recognise and include strategies for EEO groups to achieve workforce diversity.
- Maintain a relevant and achievable EEO Management Plan through communication, review/amendment and evaluation.

Position Liaises with:

Organisational Relationship



Internal & External Liaison



SELECTION CRITERIA

Essential Skills:

- Excellent communication skills, both written and verbal.
- Understanding of the requirements of managing an organisation based on volunteers.
- Ability to work as part of a team.
- Ability to research and analyse statistical data and prepare reports.
- Excellent customer service and business management skills.
- Computer skills and use of a variety of software.
- Be a self-starter displaying strong initiative.
- Current "C" class motor drivers licence.

Desirable Skills:

- A comprehensive knowledge and genuine understanding of tourism marketing.
- Tertiary qualification in Business, Tourism, Communications or a related field.
- Previous experience in the Tourism Industry.
- Senior First Aid Certificate.

KEY DUTIES/RESPONSIBILITIES

Administration

- Ensure the administrative procedures of the Lake Grace Visitor Centre function appropriately.
- Prepare monthly reports as directed.
- Ensure the Visitor Centre accreditation is maintained.
- Ensure that the Visitor Centre functions in accordance with all Commonwealth, State and legal legislations.

Industry Development

- Target grants and other alternative sources of funding in order to further develop the local tourism industry.
- Maintain effective communications with operators.
- Actively seek to grow the operator base involvement.
- Maintain and develop relationships which clearly demonstrate linkage between regional tourism destinations.

Sales /merchandising

- Manage the sales of souvenirs, maps and local products.
- Actively seek local product to sell from the centre.

Human Resources

- Work closely and cooperatively with the LGVC Committee and volunteer workforce in the LGVC.
- Manage the induction and recruitment of volunteers.
- Develop skills and train volunteers for the LGVC.

Financial Management

- Prepare annual income and expenditure budgets and ensure the budgets are adhered to.
- Ensure the financial management systems and procedures of the Visitor Centre functions appropriately.

Marketing

- Provide outstanding customer service to all visitors, customers and suppliers of the LGVC.
- Represent the Lake Grace Visitor Centre at key marketing opportunities i.e. caravan and camping shows, royal show – host town.
- Manage events, functions and VIP liaison as required.
- Serve as Visitor Centre's primary tourism liaison with Australia's Golden Outback, and ensure the Shire is up dated on the initiatives of this organization.
- Design and update tourism brochures ensuring that the information is relevant and informative.
- Market the activities of the Visitor Centre by way of the local and regional media.
- Identify and develop alternative marketing opportunities that may arise.

PHYSICAL REQUIREMENTS OF THE POSITION

Sitting / standing for periods of time, ergonomics, lifting, bending, work with screen based equipment

GENERAL INFORMATION

This position description is only descriptive of the type of duties to be undertaken during the period of employment, and the employee accepts that the organisation may require the employee to carry out any duties, which are within the employee's skill and competence.

In addition, due to the nature of work with this position and need for timeframes to be met, it is essential that the incumbent is flexible in being able to work when required, including attendance at non-business hours meetings, workshops and the like.

EXTENT OF AUTHORITY

The Visitor Centre Coordinator with direction from the DCEO, manages the Lake Grace Visitor Centre and is empowered to make decisions regarding the day to day management of the Centre, in accordance with the Local Government Act 1995 (as

amended) and other relevant legislation. They administer the budget as approved by Council and contribute to policy matters as ratified by Council.

STAFFING & MANAGEMENT OF THE CENTRE/ROLES & RESPONSIBILITIES.

The following table outlines roles and responsibilities regarding staffing and management of the Visitor Centre agreed to by the parties to this Memorandum of Understanding (Lake Grace Visitor Centre Committee and the Shire of Lake Grace):

	SHIRE OF LAKE GRACE	VISITOR CENTRE Committee
Brochure Stands (inside & outside)	100%	
Promotional Items		100%
Consignment goods, includes pricing, insurance etc	25%	75%
Web Page - monitoring		100%
Web Page – financial	100%	
Banking		100%
Promotions <ul style="list-style-type: none"> • Yearly paid promotion, local and state yearly program (includes editorials, photos, bookings etc) • Brochures local – development of, printing • Updating outside promotional sites 	75%	25%
Visitor Centre Mail PO Box		100%
AIM Tours		100%
Shire Related Events Management	75%	25%
Grant applications – shire related	100%	
Committee Administration		100%
State promotion committee meetings ie ROE Tourism, affiliation fees	50%	50%
Updating outside promotional sites	100%	
Volunteer Roster <ul style="list-style-type: none"> • Weekends 10am to 2.00pm • Weekdays 	100%	100%
Staff Monday to Friday - fixed opening and closing hours based on 76 hours per fortnight roster	100%	
Key Register	100%	
Coordinate Volunteers	50%	50%

Position Acknowledgement and Acceptance

Yes No

Date __ / __ / ____

_____ _____ __ / __ / _____
Position Holder Signature Date

Linda Gray _____ __ / __ / _____
Deputy Chief Executive Officer Signature Date

Approved by
Denise Gobbart _____ __ / __ / _____
Chief Executive Officer Signature Date

This position description will be reviewed annually as part of the annual performance appraisal process.