

YOUTH EMPLOYMENT TRAINING SCHEME (YETS)

**TO BE ELIGIBLE FOR THIS TRAINEESHIP, YOU MUST BE A CURRENT
RESIDENT OF EUROBODALLA SHIRE AND UNDER 21 YEARS OF AGE
AS AT THE COMMENCEMENT DATE OF MONDAY 7 FEBRUARY 2022**

INFORMATION PACKAGE

POSITIONS VACANT

7 X BUSINESS ADMINISTRATION TRAINEESHIPS

Positions available within the following departments:

- Community Transport
- Customer Service and Information
- Economic Development and Place Activation
- Environmental Services
- Finance
- Infrastructure Services
- Property and Commercial Services

CLOSING DATE: 4.30PM WEDNESDAY 22 SEPTEMBER 2021

REF: ESC487

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Eurobodalla Shire Council
PO Box 99
MORUYA NSW 2537

Telephone: (02) 4474 1016
Facsimile: (02) 4474 1212
Email: positions@esc.nsw.gov.au

Thank you for enquiring about
this position.
If, after reading the information
in this package, you would like
further information please
contact Deb Paterson on
(02) 4474 1016.



Important Information

Use our on-line application system to apply for these positions. This can be accessed through the Vacant Positions section of Council's website www.esc.nsw.gov.au.

Complete the online questionnaire

This is a really important part of your application.

- Only applicants that complete the questionnaire will be considered for the position;
- Selection for interview is based on the responses you make to each of the questions;
- Each question relates to an important aspect of the job. You will need to make responses that explain your training and / or experience to date in regards to the question asked. Include any experience that you have had at school, in sporting or other groups, or in paid or unpaid work experience.

Prepare your resume (or CV)

- Prepare or update your resume (or CV) including your personal details, education and training, any relevant licences or certificates, employment history and contact details for at least two referees.
- Save your resume as a Microsoft word document or a PDF document, so it is ready for you to attach to your online application.

School report

Your most recent school report is required as part of your application. Your application can not be processed without it.

Referees

- You will need to include at least one referee in your application who is a teacher/mentor from school. Other referees could be employers, sporting coaches or members of volunteer groups that you have worked with.
- We may contact your referees to verify the information provided in your application and at interview. We will not contact any of your nominated referees without seeking your permission first.

Upload documents and finalise your online application

After answering the online questionnaire, you will be asked to upload your resume and any other supporting documents to finalise your application.

For further information on how to make a great application don't hesitate to contact the Council's recruitment team on (02) 4474 1016.

Overview of a Business Administration Traineeship

Council's Youth Employment Training Scheme (YETS) is designed to provide young people with a qualification and experience in the workplace that they can use to further their careers in the future.

As a Business Administration Trainee, you will provide general administrative support to those within your work area.

As a trainee, you will be given a range of administration skill development opportunities including answering of phones, photocopying, scanning, emailing, word processing, file and records maintenance and other general administrative functions. With guidance, you will handle enquiries and respond and liaise with members of the community, relevant staff, organisations and other departments as required.

Additional specific tasks will vary dependent on the department you are placed with, however, they may include: learning about front counter activities, operating a switch board, being involved in a project that will help Council work with young people to develop business ideas, assist in public awareness/education on the benefits of natural resource management, developing skills in Accounts payable tasks and revenue functions, assist with organising meetings, functions and community events, even preparing some web and social media content; all while providing exceptional customer service to the Shire's residents and visitors.

During your traineeship you can expect to:

- Develop skills in Microsoft Office applications such as Outlook, Word, Excel and PowerPoint;
- Gain competency in Council specific applications and systems;
- Gain a broad knowledge of local government operations;
- Gain experience in customer service and general administrative duties in a busy and varied environment;
- Be a valued member of a diverse team;
- Have a Mentor to assist you as required throughout your traineeship;
- Develop skills to put you in a good position for the next step of your career.

Business Administration Traineeships will be offered within the following teams:

- **Community Transport**

Our Community Transport service is provided by volunteers and is supported by Council's Community Transport staff. We provide links to the community through personalised services for older people, people living with disability, people who are transport disadvantaged and their carers.

As a trainee in Community Transport you will provide general administrative support to the Community Transport and Community Care Team assisting with;

- Organising Community Transport bookings and documentation.
- Providing information to clients both face to face and over the phone.
- Assist with maintenance of files and records.
- Contribute to team planning and training events.
- Contribute to activities and events that promote awareness of ageing and disability including helping out with event organisation by assisting with special events such as Carers week, Seniors week, Volunteer week as well as International Day of People with Disabilities.

Our services include community group and individual supports and supports within specialised accommodation facilities that enhance independence and wellbeing. You will develop your awareness of the impact of ageing and disability and become familiar with administration and planning services that assist people to remain independent and healthy in our community.

You will gain experience in providing an exceptional customer experience to the community, along with working as part of a large, close knit team and with a variety of people from the community, including older people, people with a disability, community volunteers and professionals working in the Community Care sector.

This traineeship provides a great opportunity for a person who works well with people who is keen to make a positive difference to people living within our community while gaining a qualification.

- **Customer Service and Information**

The Customer Service and Information (CSI) Team provides exceptional customer service to the Shire's residents and visitors, while actively engaging with all areas of Council to ensure the most up to date information is provided to the community. The CSI team is responsible for Council's switchboard, face-to-face counter enquiries and document and record management at the main administration building in Moruya.

As the Customer Service and Information Trainee, you will provide general administrative support to those within your department by carrying out front counter duties, records tasks and switch activities. You will be offered comprehensive on the job training and a broad range of skill development opportunities. You will be given the opportunity to sharpen your business administration skills through file and record maintenance, monetary transactions (cashiering), exposure to multiple software programs and administration duties including photocopying, plan printing, scanning and word processing.

You will be coached in delivering and providing a great customer service experience and have the opportunity to operate council switchboard, further expanding your customer service and administrative skills.

- **Economic Development and Place Activation**

Are you a great communicator, a good organiser and interested in starting your own business one day? As a trainee in Economic Development and Place Activation you will be shown how to start and run a business as you assist the Manager Economic Development and Place Activation to work with all types of businesses. You will learn about state and federal government support for business and help introduce new ideas and use new technology. You will even be involved in a project that will help Council work with young people to develop business ideas.

This placement will suit you if you

- enjoy working with people and want to learn about delivering a great customer experience
- want to gain experience in organising events and activities
- are keen to develop your computer skills
- are open to learning

- **Environmental Services**

The Environmental Services team is committed to maintaining a healthy, safe and sustainable community and environment.

- Public and Environmental Health carry out activities such as: inspections for food premises, public pools and onsite sewage systems (septic); water quality monitoring of estuaries, beaches and drinking water. We also deal with customer concerns regarding: public health; pollution; unapproved development; and statutory requirements.
- The Rangers are responsible for dealing with complaints and enforcing legislations. They deal with companion animal management and educate pet owners about the responsibilities of owning a pet including dealing with barking dogs, straying animals etc. They also monitor and manage parking, illegal dumping and other compliance matters.
- The Sustainability team implement activities to help council, community and businesses reduce energy and water usage and minimise waste. A strong emphasis is on the natural resource management where on ground works are undertaken on public and private lands to improve: ecosystems; flora and fauna; water quality; biodiversity; and control invasive species and overall increase the sustainability in the Eurobodalla.

As a Trainee in Environmental Services you will provide administrative support across these areas. You will also have the opportunity to assist with the implementation of Environmental Services programs and public awareness/education campaigns about the benefits of natural resource management. In addition, you will contribute to media releases on environmental issues and maintain files and records.

- **Finance**

The finance department manages the finances of Council which includes collecting rates, paying suppliers, budgeting and preparing financial reports.

As a finance trainee you will develop general skills in working in an office environment such as data entry, customer service, teamwork, organisation, records management, use of financial software applications and Microsoft office products. You will also have opportunities to learn the following areas:

- Accounts payable tasks such as processing supplier invoices and answering staff and supplier queries.
- Revenue functions such as rates, water billing and sundry debtors.
- Budgeting and financial report functions for managers and to meet statutory requirements.
- Financial accounting tasks to maintain and ensure integrity of the accounting system such as reconciliations and journals.

- **Infrastructure Support**

Infrastructure Support provides administrative support to the Infrastructure Services team responsible for the management of Council infrastructure assets; planning, design, construction and maintenance of roads, bridges, pathways, park assets, including fire mitigation on Council controlled lands; and water, sewer, stormwater and flood control infrastructure.

As a trainee in the Infrastructure Support team you will

- Provide general administrative assistance, formal responses, and service to customers (including via telephone, face to face and through written correspondence).
- Provide administrative assistance for Grant projects, including application process, reporting, collating project information.
- Provide assistance in the Coordination of road and reserve naming, memorial requests and fingerboard sign requests.
- Assist in business unit admin support, example: roster updates
- Assist with issuing reports and correspondence on behalf of business units
- Assist with simple monetary transactions (cashiering) and Raise Purchase Orders and Receipting of goods/services as required .e.g. receiving payments and providing receipts across a range of areas.
- Undertake research for assisting in responding to correspondence and report writing and the review of policies and procedures including preparation of reports to Council.
- Process requests for Council owned utility diagrams
- Review and process all eligible water rebate applications for properties connected to town water supply. Request additional information from applicant and discuss queries with Sustainability Officer as required.

- **Property and Commercial Services**

The Property and Commercial Services team look after the running of the Eurobodalla Regional Botanic Gardens (ERBG), Council's campgrounds and the Big4 Batemans Bay Beach Resort, including the development and marketing of these businesses.

The team also look after various property matters regarding Council and Crown lands including road widening, sale of land, leasing of caravan parks, and licencing of outdoor eating areas. Part of their job is to prepare the associated reports to Council and legal documents.

The Property and Commercial Services team work with and assist many of the other teams within Council to achieve a good result for the community.

As a Property and Commercial Services trainee you will:

- provide general administrative assistance to the team including filing, mail, word processing, spread-sheet, database and web-based updates, event bookings and retail operations at the Botanic Garden. This will involve administration and assistance with business development for the Council run businesses of the ERBG, three campgrounds and the Batemans Bay Beach Resort.
- You will assist the broader property and commercial team with development of businesses, projects and event tasks as directed that may include but not be limited to preparation of web and social media content, brochure content and desk research.

The position is based at the main Council administration building in Moruya and will work some days at the ERBG (located on the highway just south of Batemans Bay).

Training

You will enter into a training contract to complete a Certificate III in Business Administration at Moruya TAFE. It is anticipated that delivery of the training will be through a combination of on-the-job training and attendance at Moruya TAFE one day per week.

The successful applicant will need to complete both on-the-job and off-the-job components of the traineeship.

Travel to and from work and off-the-job training is the responsibility of the trainee.

These traineeships are being offered under the Youth Employment Training Scheme (YETS) for young people under 21 years of age.

This program is covered by Section 49ZYL of the Anti-Discrimination Act 1977 which gives exemptions to certain requirements of Section 49ZB of the Act relating to discrimination based on the grounds of age for employment of persons or employees under 21 years of age.

Position Description

Business Administration Trainee (YETS Program)

Division	Various
Location	Based from Moruya
Classification/Grade/Band	Trainee

Council overview

Come and join a stable and progressive council working with an engaged community to contribute to a promising future. Eurobodalla Shire Council is located on the beautiful south coast of New South Wales and encompasses the regional centre of Batemans Bay, the main towns of Moruya and Narooma, and smaller villages and rural areas dotted along the coastline. Surrounded by beaches, bays, rivers and mountain ranges, we are situated in a stunning natural environment while also having access to quality schools, retail and medical facilities. You will advance your career and make a difference locally as you enjoy a pristine and thriving region.

Council values

The Eurobodalla Shire Council is guided by organisational values of collaboration, respect, team spirit, professionalism and openness and trust. These values contribute to the organisation's strategic direction and assist with decision making.

Our values represent 'the way we do things' and underpin the range of professional relationships we have with others in our day-to-day work. By reflecting and upholding our values throughout the organisation, we can make a positive difference for our community and our colleagues.

We are proud to be an equal employment opportunity employer. We have a strong commitment to enhancing equality of employment opportunities for all people, including those from diverse and minority backgrounds.



Our values

We are collaborative

We ask for and share ideas, insights and knowledge. We find strength and reward in working together.

We are respectful

We show respect and compassion to each other and our community. When there are issues, we go to the source.

We show team spirit

We nurture and value our relationships, bringing out the best in each other.

We are professional

We act with integrity, take pride in our work and always think first of our community. We aim for excellence in all that we do.

We are open and trusting

We are upfront and sincere and trust our colleagues to respect our honesty and vulnerability. We look for the best in people and expect that in return.

Primary purpose of the position

To gain business administration skills and experience while completing a Certificate III in Business Administration.

Key accountabilities

Within the area of responsibility, this role is required to:

- Successfully complete all on the job and theoretical components of the traineeship.
- Under supervision, provide quality administrative support to your work area.
- Respond effectively to customer enquiries and requests.

Key challenges

- Completing daily work commitments and off the job training.
- Prioritising and organising workloads to meet team needs.
- Respond effectively to customer enquiries and requests.

Key internal relationships

Who	Why
Supervisor	• Day to day supervision and instruction.
Team Members	• Work collaboratively and support team members within your work area to contribute to the delivery of services and work outcomes.

Decision making

This role is fully supervised and is required to follow instructions regarding day to day activities, liaising with their supervisor and other team members.





Essential requirements

- Currently a resident of Eurobodalla Shire Council
- Under 21 years of age as at 7 February 2022
- Ability to successfully complete all practical and theoretical components of traineeship including any compulsory attendance at TAFE or other training provider.

Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the full list of capabilities and the level required for these positions. The capabilities in bold are the focus capabilities for this position. Refer to the next section of this document for further information about the focus capabilities.

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Foundational
	Display Resilience and Adaptability	Foundational
	Act with Integrity	Foundational
	Demonstrate Accountability	Foundational
 Relationships	Communicate and Engage	Foundational
	Community and Customer Focus	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Create and Innovate	Foundational
	Deliver Results	Foundational
 Resources	Finance	Foundational
	Assets and Tools	Foundational
	Technology and Information	Foundational
	Procurement and Contracts	Foundational

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Foundational	<ul style="list-style-type: none"> • Checks understanding of own role within the team • Proactively seeks instruction and guidance • Approaches work tasks with energy and enthusiasm • Stays up to date with knowledge, training and accreditation in relevant skills areas • Is willing to learn and apply new skills • Learns from mistakes and the feedback of others
Relationships Work Collaboratively	Foundational	<ul style="list-style-type: none"> • Keeps team and supervisor informed of what he/she is working on • Shares knowledge and information with team members and other staff • Offers to help colleagues and takes on additional tasks when workloads are high • Is aware of the wellbeing of co-workers and provides support as appropriate • Is open to input from people with different experiences, perspectives and beliefs
Results Deliver Results	Foundational	<ul style="list-style-type: none"> • Takes the initiative to progress work tasks • Clarifies work required and timeframe available • Identifies what information/resources are needed to complete work tasks • Checks own work for accuracy, quality and completeness • Completes tasks under guidance, on time and to the required standard
Resources Technology and Information	Foundational	<ul style="list-style-type: none"> • Shows confidence in using the technology required in the role • Uses technology appropriately, in line with acceptable use policies • Completes work tasks in line with records, information and knowledge management policies

The Recruitment Process:

Application

Council will review each application to ensure that all the necessary sections have been completed and that copies of recent school reports and a resume have been provided. Your application cannot be processed without a recent school report.

Interview

After the closing date, applications will be reviewed and assessed to select candidates for interview. If selected, you will be contacted by telephone to attend an interview. The time frame for interviews will take into consideration students who may be undertaking HSC exams. Pending the ongoing situation with COVID, the interview process may take place electronically.

Decision

Applicants who attend an interview will be notified of the outcome by telephone.

Additional factors

In addition to your interview, the following factors will be taken into consideration:

- The content of your questionnaire in your online application;
- Your record of achievement at school, work experience or out-of-school activities;
- Your referee comments.

CONDITIONS OF EMPLOYMENT

Position Title:	Business Administration Trainee (Youth Employment Training Scheme – YETS)
Commencement date:	Monday 7 February 2022
Completion date:	Monday 6 February 2023
Probation period:	A probationary period of 2 months applies to new business administration trainees. Ongoing employment is subject to successful completion of the probationary period.
Award:	Local Government (State) Award 2020
Criminal Record Check	A satisfactory outcome as a result of a National Criminal History Record Check is required for appointment to the Customer Service and Information and Finance positions. Preferred candidates will be asked to consent to this check as part of the pre-employment process. Please note that people with criminal records are not automatically barred from applying for this position and each application will be considered on its merits.
Hours of work:	<p>These are 70 hour per fortnight traineeships, with office hours arranged 8.30am to 4.30pm, Monday to Friday.</p> <p>ESC has a Council Agreement which provides for flexibility in working hours by individual agreement between employees and managers. It is expected that during term time, one day per week will be spent off the job at TAFE completing the theoretical components of the traineeship.</p>
Location:	Based at Council's main administration office in Moruya (corner of Vulcan and Campbell Streets).
Leave Entitlements:	<p>4 weeks annual leave per full year of service. Annual leave accrues progressively over a 12 month service period and accumulates from year to year.</p> <p>3 weeks sick leave on commencement. Additional 3 weeks accumulated on each anniversary of appointment.</p>

ESC is committed to a safe and mentally and physically healthy workplace environment.

Council is an equal employment opportunity employer with a smoke free work environment. We encourage applications from people of Aboriginal/Torres Strait Island backgrounds, people with a disability and their carers, people from non-English speaking backgrounds and women.

(Note: Applicants are not expected to have detailed knowledge of these policies. The successful applicant will receive information about them during their orientation and induction at the commencement of their employment.)

The requirements outlined in Council's Policies and Codes of Practice apply to all employees of Council

WAGE INFORMATION			
Local Government (State) Award 2020	Base salary (gross per fortnight)	Superannuation calculated at 10% (gross per fortnight)	Total Remuneration (gross per fortnight)
Year 10 school leaver	\$677.20	\$67.72	\$744.92
Year 10 + one year out of school	\$745.80	\$74.58	\$820.38
Year 12 or year 10 + two years out of school	\$888.40	\$88.84	\$977.24
Year 12 + one year out of school or year 10 + three years out of school	\$1,034.00	\$103.40	\$1,137.40
Year 12 + two years out of school or year 10 + four years out of school	\$1,203.20	\$120.32	\$1,323.52
Year 12 + three or more years out of school or year 10 + five or more years out of school	\$1,377.60	\$137.76	\$1,515.36

EUROBODALLA SHIRE COUNCIL ORGANISATION CHART

