



APPLICANT INFORMATION PACKAGE

Central Tablelands Water provides quality drinking water to the Blayney, Cabonne and Weddin local government areas and bulk water to Cowra Council.

We currently have the following position available located in the Blayney area:

- Customer Service Officer – Part Time (\$27.58-\$33.37 per hr)

For more information about the position and how to apply go to www.ctw.nsw.gov.au or contact the Director Finance and Corporate Services, Peter McFarlane during business hours on 02 6391 7200 or email: pmcfarlane@ctw.nsw.gov.au

Applications close 5pm 23 March 2023.

ABOUT THE COUNCIL

Central Tablelands Water is the trading name adopted by Central Tablelands County Council, a water supply authority constituted under NSW Local Government Act 1993.

First proclaimed in 1944 the county encompasses the Shires of Blayney, Cabonne and Weddin providing quality drinking water to these communities. Bulk water is also supplied to Cowra Shire Council to service rural consumers and the villages of Woodstock and Gooloogong. Council also has a linkage to Orange through the Carcoar to Orange Emergency Pipeline. The Council currently has approximately 6,000 water connections and provides potable water to around 15,000 consumers in 14 towns and villages across its service area.

Central Tablelands Water County Council has a constituency of three local government areas, namely, Blayney Shire, Cabonne Shire and Weddin Shire. The Council comprises two delegates each elected by their constituent council for a four-year term.

Our Vision:

An independent Regional Water Authority providing a quality water supply - Reliably and Sustainably

Our Values:

We value our:

- Customers
- Independence, sustainability, efficiency and innovation
- Skilled and capable workforce in delivering an essential service
- Role as a regional collaborative partner and leader

ABOUT THE POSITION

The position of Customer Service Officer Part Time is a member of our Corporate Services Team. The position is for 3 days per week. The core days of work are Wednesday, Thursday and Friday, however, additional work on Monday and Tuesday may be required from time to time. Hours of work are from 9.00am to 5.00pm with one hour for lunch.

This is a job share position with another Part Time position that works on Monday and Tuesday.

The primary purpose of the position is to undertake a range of activities associated with the corporate services department of Council including front of house customer service, answering and redirection of incoming phone calls, overseeing Council's customer service request system, cash receipting, banking, processing stores receipts, records management, account queries and collection of mail.

The position is assessed as Grade 2 in Council's adopted salary system. Each grade has 7 steps that can be progressed through as new skills are acquired.

EMPLOYMENT

Employees of Central Tablelands Water are engaged under the conditions of the Local Government (State) Award 2020 which outlines the employee conditions.

As this is a permanent part time position, you will be entitled to all leave entitlements on a pro rata basis. Long Service Leave is payable after 5 years of service.

CTW is strongly committed to ensuring the safety and wellbeing of staff and complies with the relevant workplace health and safety legislation. All employees are required to comply with Council's Model Code of Conduct and all Council policies. The successful candidate will be required to undertake an induction process that includes acknowledgment and understanding of Council's Model Code of Conduct and the relevant policies. The successful applicant will also need to sign a medical declaration prior to commencing work.

Salary for the position is aligned to the Award classifications with a minimum award entry level rate for the position. The CTW Salary system provides for a 7-step salary progression matrix and employees

can progress onto higher levels of pay based on demonstrated achievement of skills and performance as assessed annually. This position is assessed as Grade 2 position under Council's salary system.

The Customer Service Officer position has a 13 week probation period. During that time your work performance will be assessed to determine if the appointment will be confirmed.

The successful applicant will be required to complete a medical and health declaration prior to commencement with Council. Corporate uniforms will be made available upon commencement.

HOW TO APPLY

In applying for the position, your application should include the following:

- a covering letter specifying the position you have applied for and why you have applied for the position.
- a copy of your resume, including at least 2 work related referees.
- a document outlining how you are able to satisfy each of the essential and desirable criteria outlined in the position description below.
- ensure that your contact details are included in your resume (both mobile and email).

LODGING YOUR APPLICATION:

Your application should be saved as a pdf document and emailed to the contact officer Director Finance and Corporate Services , Peter McFarlane at pmcfarlane@ctw.nsw.gov.au If you would like to discuss your application or have any questions, please email the contact officer or phone 02 6391 7200.

Applications close at **5pm Thursday 23 March 2023**.

SELECTION PROCESS:

A selection and interview panel will be formed, and they will be responsible for conducting a review of all applications and selecting who will be offered an interview. Applications are compared and a short list will be determined. If you are successful in being shortlisted, you will be contacted by phone and email to offer you an interview.

The interviews are scheduled to take place in the **week commencing 27 March, 2023** and will be held at the Blayney Office, at 30 Church Street, Blayney NSW 2799.

INTERVIEW PROCESS

If you are offered an interview you will need to bring a copy of any relevant qualifications and references. The panel will ask you a range of questions about the role, your experience and capability to undertake the functions of the role.

The interview is a chance for you to meet the panel, and for the panel to get to know you. It is your chance to show why you are the best person for the job. You will have an opportunity to ask the panel any questions you may have regarding the position.

SELECTION

Once the panel has interviewed all the short-listed applicants, they will make a recommendation on who will be offered the position.

This will be based on the application, interview, referee reports and any other tests or assessments. In some circumstances you may be called back for a second interview.

Applicants who were not successful will be notified by email as soon as possible after an offer has been accepted by the successful applicant.

You will be required to sign a medical and health declaration prior to commencing with Council.

CONFIDENTIALITY

As part of the recruitment process, we will be collecting information about you. This information is private information for the purposes of the Privacy and Personal Information Protection Act. This information will be included in the recruitment file and accessed by Council Records Staff and members of the Recruitment Selection Panel. Copies of information provided by you may be included in your personnel file if you are the successful candidate. This file can only be accessed by the payroll officer, your direct supervisor and the General Manager. Your personnel file may not be accessed by any other person without your permission. You may request to view the contents of your personnel file at any time. Your personnel file cannot be accessed by anyone through a Government Information and Public Information (GIPA) request.



Central Tablelands Water

Serving our community

Position Description - Customer Service Officer (PT)

Directorate	Finance and Corporate Services
Location	Blayney
Classification/Grade/Band	Grade 2 (P/T 21 hrs per week - salary range \$579- \$700)
Date position description approved	8 March 2023

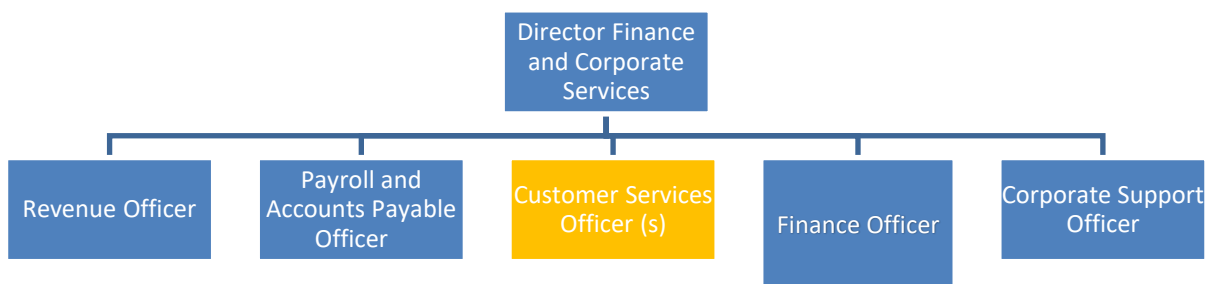
Council overview

Central Tablelands Water is a County Council providing drinking water supply to the Blayney, Cabonne and Weddin local government areas and bulk water to Cowra Council.

Primary purpose of the position

Undertake a broad range of corporate support and clerical activities (including cash receipting) associated with the effective service of Council’s customers and the efficient operation of the office. This is a part time position of 21 hours per week Wednesday – Friday (9am-5pm with an hour lunch break). Some additional work on Monday and Tuesday may be required from time to time.

Reporting Structure



Key accountabilities

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

1. Undertake a broad range administrative and clerical activities associated with the effective service of Council's customers and management including:
 - Cashiering, stores receipts, data entry and analysis, processing notice of sales, mail and records management, bank reconciliation, property transfers.
2. Ensure that residents and consumers are given effective and courteous attention to their face to face and telephone enquiries regarding Council's functions and register and follow up on customer requests.
3. General office management duties such as ordering stationery, arranging catering and events.
4. Refer matters raised by residents and consumers, or any other matters of significance, to the appropriate staff member.
5. Ensure that all work is carried out in a safe and healthy work environment in accordance with the provisions of the Workplace Health and Safety Act and Council's safety policies.
6. Ensure that all duties are performed in a manner consistent with the policies of Council, the expectations of management and with respect for fellow employees.
7. Perform other duties as directed, commensurate with level of responsibility and skills.
8. Assess and improve work practices and procedures on a continuous basis to achieve or exceed CTW's agreed level of service.
9. Demonstrate and promote a positive and ethical workplace culture and commit to applying CTW's values, policies and procedures at all times.
10. Respect management and other staff when undertaking the directions coming from Council.

Key challenges

- Flexibility within the team environment and ability to undertake a wide variety of tasks on an as needs basis.
- As this is a job share position, a key challenge is providing support to the Corporate Team in maintaining services to Council's consumers during times when the sharing staff member is unavailable or on leave.

Decision making

- refers issues to Director or General Manager for decision making.
- provides data and information to the Director and General Manager to enable informed decision making.

Essential criteria

1. Certificate 3 in Office Administration or equivalent.
2. Minimum 6 months experience in a similar role.
3. Competent with Microsoft Office suite of programs particularly Word and Excel.
4. Ability to communicate in an effective manner with the public and other employees.
5. Ability to deal with difficult customers to resolve matters.
6. The ability to multi-task matters particularly in busy periods.
7. Ability to write routine reports, notes and correspondence.
8. Commitment to always maintain privacy and confidentiality.
9. Ability to work cooperatively in a team environment and share tasks.
10. Ability to undertake problem solving of routine matters.
11. Current NSW Class C Driver Licence.





Desirable criteria:

1. Experience in undertaking a broad range of office coordination and administrative activities.
2. Previous experience in local government or public sector.

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 this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Intermediate
	Display Resilience and Adaptability	Intermediate
	Act with Integrity	Foundational
	Demonstrate Accountability	Intermediate
 Relationships	Communicate and Engage	Intermediate
	Community and Customer Focus	Intermediate
	Work Collaboratively	Intermediate
	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