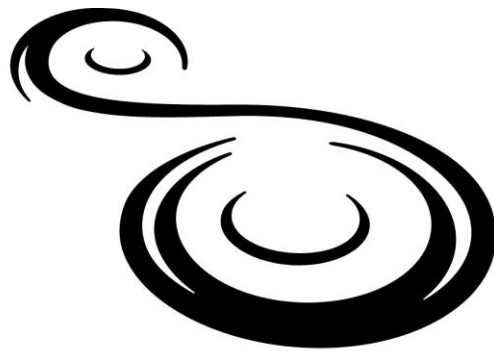


Application Package for the position of

**SCHOOL-BASED TRAINEESHIP
VISITOR INFORMATION CENTRE ASSISTANT**

with



Somerset
REGIONAL COUNCIL

- * School-Based Traineeship Information Sheet
- * Position Description and Key Selection Criteria
- * Advertisement
- * School-Based Traineeship Application Form
- * Job Application Guidelines

Applications close 5.00pm on Friday 30th October 2009

Reference No: HRC027/09
Robert Bain
Chief Executive Officer
Somerset Regional Council
PO Box 117
ESK Qld 4312



SCHOOL-BASED TRAINEESHIP INFORMATION SHEET
VISITOR INFORMATION CENTRE ASSISTANT
(Certificate II in Business)

Applications are invited from interested **SCHOOL STUDENTS** for the position of School-Based Trainee - VISITOR INFORMATION CENTRE ASSISTANT.

The Position:

The role of this position is to assist with the provision of efficient and effective administrative support to Council's Visitor Information Centre whilst undertaking a Certificate II in Business. This School Based Traineeship will be **based at the Esk Visitor Information Centre** and will be directly supervised by the Promotions and Tourism Officer.

Preferably, applicants will be selected from those **commencing Year 11 in 2010**.

The successful applicant will:

- Possess sound computer skills and mathematical skills;
- Show initiative, enthusiasm and be a self starter;
- Have developed communication skills and the desire to provide quality work;
- Have personal characteristics of diligence, integrity and the ability to work as part of a team;
- Have the ability to quickly acquire knowledge of Visitor Information Centre practices and understanding of the work area;
- Be available to attend activities as a volunteer if required;
- **NOT** have commenced a traineeship and/or completed a qualification at or above the level of the traineeship; and
- Preferably be a resident within the Somerset Region.

Salary and Conditions:

- Employment conditions and wages are in accordance with the National Training Wage Award – 2000 for School Based Trainees.
- The successful applicant must work a minimum of forty-eight (48) days per year; this may include some work through school holiday periods where required.
- The successful applicant will undertake from commencement through to completion a Certificate II in Business with a Registered Training Organisation.
- The successful applicant will be required to undertake all necessary TAFE studies in their own time.
- The successful applicant will be based at the Esk Visitor Information Centre and will be required to start work on Monday 11th January 2010 for a two (2) week period up to and including Friday 22nd January 2010 prior to the commencement of the school year.
- Thereafter the trainee will be required to work one (1) day per week.
- All school-based trainees are placed on a probationary period of one (1) month upon commencement. Performance will be reviewed during this period.
- Training will be provided by a Registered Training Organisation in accordance with the applicable training plan.

Applications:

Applications are to be forwarded to Somerset Regional Council, PO Box 117, Esk Qld 4312 **by Friday 30th October 2009**. Applications must address the selection criteria and should include a brief Resume comprising of two (2) recent character references, copies of all education results and a completed School-Based Trainee Application Form.

An Application Package, including the School-Based Traineeship Application Form, can be obtained from Council's website, www.somerset.qld.gov.au or for further information please contact Mrs Sue Brown or Mrs Kerri-Lee Jones at Somerset Regional Council on 07 5424 4000 or by email to mail@somerset.qld.gov.au.

SOMERSET REGIONAL COUNCIL IS A COMMITTED EQUAL OPPORTUNITY EMPLOYER.
SELECTION WILL BE ON THE BASIS OF MERIT.

POSITION DESCRIPTION
SCHOOL BASED TRAINEE - VISITOR INFORMATION CENTRE ASSISTANT

Title:	School-Based Trainee - Visitor Information Centre Assistant
Reports to:	Executive Administrator Community Services through Promotions & Tourism Officer
Award:	National Training Wage Award - 2000
Classification:	NTWA Year 11 / Year 12
Incumbent:	VACANT

Position Objectives:

To learn how to contribute effectively to the operation, growth and development of an efficient and effective Visitor Information Centre Service for the Somerset Region and assist with the provision of efficient and effective administrative support to Council's Visitor Information Centre whilst undertaking a Certificate II in Business.

Position Requirements:

(a) Qualifications/Experience

- Successful completion of Junior level of Schooling (mandatory)
- Currently undertaking Senior schooling
- NOT have commenced a traineeship and/or completed a qualification at or above the level of the traineeship (Certificate II)

(b) Skills

- Good customer service skills
- Good interpersonal and communication skills
- Sound literacy & numeracy skills
- Sound level computer and typing skills

(c) Knowledge

- Knowledge of, or the ability to quickly acquire knowledge of, Visitor Information Centre operations and procedures
- Knowledge of general workplace environments

Key Responsibilities:

The key responsibilities may be modified from time to time to ensure that outcomes are coordinated within Council's Operational and Corporate Plans. Without limiting the above, the key responsibilities of the position holder shall include:

- Assist with the maintenance and distribution of up-to-date databases of events, attractions, tourist accommodation, advertising opportunities, tourism operators, mailing lists, photography, reference materials and statistics
- Assist with the coordination and preparation of promotional and tourism material for web site, newsletters, flyers, brochures, advertisements and other publications (includes events calendar, operator, accommodation, attraction lists and Council annual reports).
- Respond to general enquiries about promotional activities and tourism within the Somerset Region.
- Assist with promotional and tourism events and other activities outside standard Council office hours in the capacity of a volunteer if required.
- Assist in the daily operations of the Esk Visitor Information Centre as required.
- Successfully complete relevant course material as required for traineeship
- Other general duties as directed by the Executive Administrator Community Services through the Promotions & Tourism Officer.

Performance / Skill Standards:

Accountability

Accountable to the Executive Administrator Community Services through the Promotions & Tourism Officer.

Performance Standards

- Tasks allocated to the position shall be performed to agreed standards and in accordance with established procedural guidelines. Performance indicators shall be those as agreed with the Executive Administrator Community Services and / or Promotions & Tourism Officer recognising those standards as outlined in Council's Corporate Plan and supporting Operational Plan.
- Work shall be performed in accordance with accepted industry standards, quality assurance standards and in compliance with Workplace Health and Safety Act and other legislative requirements or standards which may be appropriate and including Council policies, procedures and local laws.
- Allocated tasks shall be completed consistently within agreed time frames.
- Active participation in planning and recommending possible ways in which allocated tasks can be carried out more effectively and efficiently.
- Demonstration of a spirit of cooperation towards other employees and the achievement of Council's aims and objectives.

SELECTION CRITERIA
SCHOOL BASED TRAINEE - VISITOR INFORMATION CENTRE ASSISTANT

SELECTION CRITERIA

- SC1. Successful completion of Junior level of schooling is essential and currently undertaking Senior schooling.
- SC2. Good interpersonal and communication skills, particularly in relation to customer service.
- SC3. Sound literacy and numeracy skills.
- SC4. Sound level of software applications and keyboard skills.
- SC5. General understanding and interest of Visitor Information Centre functions.
- SC6. Possess initiative, enthusiasm and motivation to undertake a traineeship position.
- SC7. Ability to work as a member of a team.

ADVERTISEMENT

SCHOOL BASED TRAINEE - VISITOR INFORMATION CENTRE ASSISTANT

*Somerset Regional Council is currently offering various School Based Trainee packages commencing from January 2010. Applications are invited for the below listed positions from interested **school students** with a desire to complete a traineeship with our progressive local government team whilst completing senior level of schooling.*

SCHOOL BASED TRAINEESHIPS x 5

LIBRARY & INFORMATION SERVICES TRAINEE

Location: Kilcoy (Reference No: HRC026/09)

VISITOR INFORMATION CENTRE TRAINEE

Location: Esk (Reference No: HRC027/09)

ADMINISTRATION ASSISTANT TRAINEE

Location: Esk (Reference No: HRC028/09)

WORKSHOP MECHANIC TRAINEE

Location: Esk (Reference No: HRC029/09)

PARKS & GARDENS ASSISTANT TRAINEE

Location: Esk (Reference No: HRC030/09)

Salaries and conditions of employment will be in accordance with the applicable Awards and / or Council Certified Agreements.

Position descriptions and application packages can be obtained from Council's website, www.somerset.qld.gov.au, or by contacting Sue or Kerri-Lee on 5424 4000. Applications, specifically addressing the selection criteria, must be submitted by **5.00pm Friday 30th October 2009**.

Robert Bain, Chief Executive Officer
Somerset Regional Council
PO Box 117, Esk Qld 4312

Ph: 5424 4000
Fax: 5424 4099
Email: mail@somerset.qld.gov.au



SCHOOL-BASED TRAINEESHIP APPLICATION FORM
VISITOR INFORMATION CENTRE ASSISTANT
 (Certificate II in Business)

TITLE: SCHOOL BASED TRAINEE - VISITOR INFORMATION CENTRE ASSISTAN
LOCATION: ESK

Full Name: _____
 Address: _____

 Phone No: _____ Mobile No: _____
 Date of Birth: _____ Email Address: _____

The employment of School Based Trainees, Trainees and Apprentices at Somerset Regional Council is funded under the Skilling Queenslanders for Work initiative and is subject to the First Start Program – Guidelines for Funding 2009/2010.

Please indicate below which categories are applicable to you to determine eligibility of funding (please mark all applicable boxes):

- Youth aged between 15 and 24 years of age.
- I am of Aboriginal/Torres Strait Islander descent.
- I am of Australian South Sea Islander descent.
- I am living in country and remote areas.
- I am a person from a non-English speaking background.
- I wish to declare a disability.
- I have **NOT** commenced a Traineeship and/or not completed a qualification at or above the level of the Traineeship I am currently applying for.
- I am an Australian citizen or have permanent residency status?
- I am a resident within the Somerset Region.

APPLICANT AGREEMENT:

I agree to supply original or copies of academic qualifications and transcripts of results and/or other documentation if required. I also agree for Somerset Regional Council to contact referees and relevant educational institutions for verification purposes.

Signature: Applicant: **Date:**

Signature: Parent / Guardian **Date:**

Signature: School Representative **Date:**

Please forward this form, **together with your complete application** by **Friday, 30th October 2009** to Somerset Regional Council, PO Box 117, Esk Qld 4312 or email to mail@somerset.qld.gov.au

JOB APPLICATION GUIDELINES

Introduction

Thank you for your interest in the recently advertised position with Somerset Regional Council. In Council, the assessment for selection is based on the relative merit of each applicant in relation to the functions and specifically the selection criteria as outlined in the relevant Position Description.

This booklet has been prepared as a guide for job applicants and includes an explanation of how to address the selection criteria so that you can present the best possible image of yourself and your work experience when completing your application.

Location

Somerset Region is attracting large numbers of new residents seeking the benefits of a rural lifestyle in a beautiful location with close access to Caboolture, Brisbane, Ipswich and Toowoomba. The Shire is administered from the township of Esk, which is approximately 100 kilometres by road north west of the Brisbane CBD.

Somerset Regional Council formed 15th March 2008 from the former Shires of Esk and Kilcoy.

There is much more to the Somerset Region than the relaxed pace of life and the friendliness of the people. The Lakes region is filled with a large array of attractions, which ensures visitors will take home something to remember from their outing to the Brisbane Valley.

All will enjoy the breathtaking scenery. As you travel through the region, you will absorb the spectacular rugged mountains, the large man made lakes, native bushlands, beautiful meandering rivers, hidden valleys and the patchwork pattern of ploughed farming land.

The “Valley of the Lakes” is the gateway to the Brisbane River catchment and is steeply built on the history of an amazing bygone era. Lake’s Wivenhoe, Somerset and Atkinson Dam are a recreational playground for the anglers and water sport enthusiasts while also offering a place to unwind with the family at the numerous picnic spots.

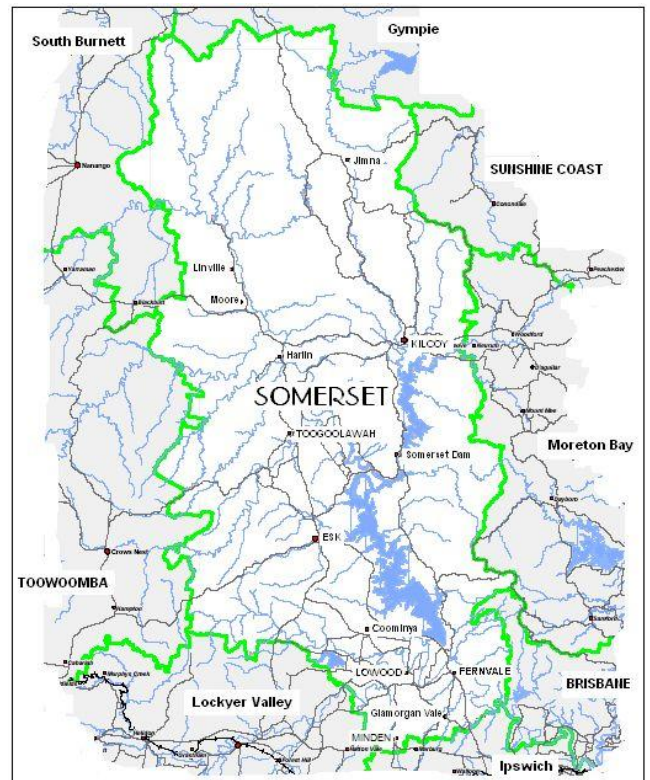
Enjoy the old world charm by visiting the historical homesteads, buildings and Rail Trails in the small country townships. The country pubs, cafes, bakeries and restaurants offer an insight into the rural lifestyle, friendly locals or you can just enjoy the country hospitality of one of the many accommodation establishments.

Whatever you decide to do - you have the ability to set the pace within. Take your time and calm the spirit - or be a little more adventurous. Take in the clear blue skies, the golden sunsets. Meet the friendly local country characters and enjoy our lifestyle.

Somerset Region occupies an area of approximately 5,400 square kilometres and is home to both Wivenhoe and Somerset Dams.

Recruitment and Selection

Somerset Regional Council is an equal opportunity employer and Council’s recruitment and selection policy and procedures are based on the principles of equity and merit.



Equal Employment Opportunity (EEO) requires applicants to be selected, promoted and treated on the basis of their ability to do the job. Merit based selection is an assessment of an applicant's abilities, skills, knowledge, qualifications and potential, relative to those of other applicants against selection criteria set down in the Position Description.

Your Application

Have you got a copy of the Position Description, Selection Criteria and School-Based Traineeship Application Form for the position you are going to apply for?

Phone the person who was named in the newspaper advertisement as the contact, they will post or email you a set, or drop into one of the administration centres located at Esk - 2 Redbank Street or Kilcoy – 15 Kennedy Street, to collect them. Alternately you can visit Council's Website (www.somerset.qld.gov.au) to download the Position Description, Selection Criteria and Application Form.

If you wish to find out more about the position than is explained in the advertisement or position description, the person named in the newspaper advertisement as the contact will be happy to assist you or will refer you to another Council Officer who is familiar with the position requirements. Council's contact telephone number is (07) 5424 4000.

You will need to submit a completed Application Cover Form, your letter of application, one copy of your most current resume and your statements addressing the key selection criteria. It is extremely important that you provide a completed Application Cover Form as this will ensure we know which position you are applying for and have your contact details.

Position Description

The attached position description is the major source of information regarding the position you are applying for.

You should read this document very carefully. It includes the following information:

- Details of the position
- Primary delegations, accountability and responsibilities
- Key Selection Criteria
- Reporting/Responsibility lines
- Performance criteria and measurements.

Introduction to Key Selection Criteria

It is important to note that this guide will continually refer to "Key Selection Criteria" and you must address the key selection criteria as part of your application.

The Key Selection Criteria are those skills, abilities, experience, knowledge and qualifications that the position defines as essential for the functions to be effectively and efficiently performed.

The degree to which applicants meet the key selection criteria is a fundamental component of the overall selection process.

You should compile a statement that concisely and adequately illustrates how you meet each of the criteria. It is not enough to simply state that you meet the criteria. You should provide examples of how you meet them and where you have had relevant experience in your work history. You can also include transferable knowledge, skills or abilities in areas relevant to the defined key selection criteria, which you have developed outside the workplace.

Failure to address the key selection criteria prevents the panel from being able to easily and accurately assess your competencies and may exclude you from further consideration.

Your Resume

Your resume should provide your personal contact details as well as your educational qualifications, work history, special skills or qualifications, training details and referees, plus any other information that may assist your application for the position. Be clear and informative.

Include names, position titles, addresses and telephone numbers of at least two (2) recent referees. The best referees are those that can discuss your previous work experience in line with the advertised selection criteria.

Closing Date

Applications should be submitted before 5.00pm on the closing date for the position and should be forwarded to:

Post to: Reference No. Mr Robert Bain Chief Executive Officer Somerset Regional Council PO Box 117 Esk Qld 4312	Personally deliver to: Esk Administration Office 2 Redbank Street, Esk; Marked:- Reference No. Attention: Mr Robert Bain Chief Executive Officer	Email to: mail@somerset.qld.gov.au Marked:- Reference No. Attention: Mr Robert Bain Chief Executive Officer
PLEASE NOTE: ensure you state the position number (in the job advertisement) of the position for which you are applying. <u>No folders please.</u>		

If your application is likely to be late, we recommend you telephone before cut off deadline and request permission for a late application to be accepted. Without prior approval it is unlikely to be accepted.

Following the closing date, all applicants will be sent a letter acknowledging receipt of their applications. Your application will be recorded and the selection process will be managed by the Human Resources Coordinator. If you are short-listed you will receive a letter or phone call to invite you to attend testing and /or interviews. When the selection process has been completed all applicants will be advised by letter whether they have been successful or unsuccessful.

Interview

Should you be invited to attend an interview it is important that you plan and prepare adequately. The interview provides the opportunity for the Selection Panel to confirm your qualifications, knowledge, experience and personal qualities against the needs of the position. It also provides you with the opportunity to find out more about the position and Council.

All interviews are conducted by a Selection Panel, which would usually consist of three (3) people. During the course of the interview you will be asked a number of questions to determine how well you meet the selection criteria. You should bring any documents or examples of your work that you consider may assist with your application.

You will be notified of the results of your application. If you are unsuccessful you will have the opportunity to obtain post-selection feedback from the Human Resource Coordinator.

Confidentiality

Your application will only be used for the position for which you apply. If Council would like to use your application for a further vacancy(s) your permission will be sought. The only people who will handle your application will be the staff involved in the selection process and management/filing of Council correspondence, unless otherwise authorised or required by law.

Additional Information

Additional information regarding Somerset Regional Council can be sourced through our website www.somerset.qld.gov.au .

Thank you for the interest you have displayed in working for our organisation.