



INFORMATION FOR APPLICANTS

TITLE

**Customer & Business
Support Officer (Permit
Authority or Building &
Plumbing)**

STATUS

**Full-Time and Part-Time
opportunities available.**

WORKGROUP

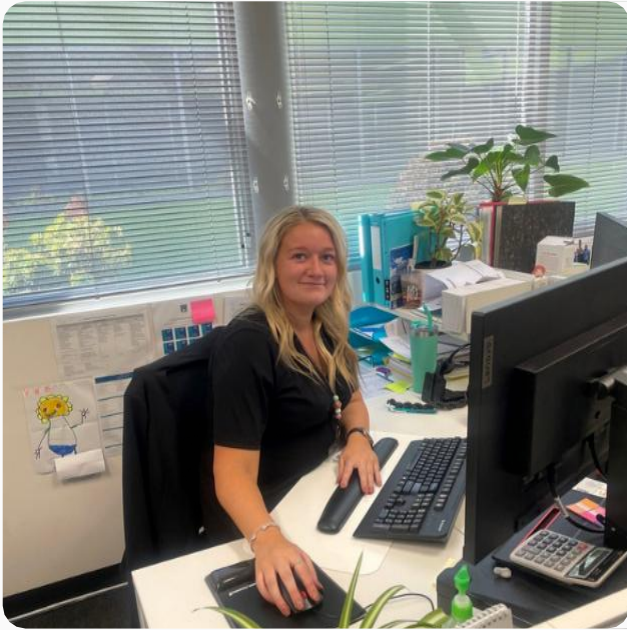
Customer & Business Support

APPLICATIONS CLOSE

9am Monday 3 August 2026

Sorell Council

Sorell Council has a range of career opportunities available. From accounting to engineering to horticulture, we provide exciting opportunities in a range of indoor and outdoor roles.



Why Choose Us

Sorell Council stands out as an exceptional workplace, boasting a vibrant and inclusive work environment. Sorell Council is committed to fostering professional growth and personal development for its employees. We take pride in our collaborative culture, where innovative ideas are not only encouraged but celebrated. With a focus on work-life balance, employees enjoy the benefits of a supportive community, both within and outside the workplace. We are dedicated to creating a positive impact on the local community through its various initiatives, providing employees with a sense of purpose and fulfillment in their roles. We value diversity and inclusion, recognising that a diverse team brings forth a wealth of perspectives and ideas. Joining our team means being part of a forward-thinking organization that prioritises the well-being and professional growth of its staff while contributing to the continued success and development of this vibrant community.

Workplace Health & Safety

The health and safety of its employees, contractors, volunteers and visitors is a priority for Sorell Council. The Council is committed to providing a safe and healthy work environment and to taking all reasonable steps to ensure that all employees and contractors of the Council are safe from injuries and risks to health whilst they are at work. The Council is also committed to ensuring that volunteers and visitors are safe from harm when in Council workplaces.

The Council makes available the appropriate resources to ensure that it complies with relevant work health and safety legislation and that the workplace is a safe and healthy one.



Equal employment opportunities

Council provides contemporary conditions of employment and maintains a committed and proactive approach to the following key areas:

Equity and Discrimination

Sorell Council is committed to the principles of equity and equal employment opportunity, to the elimination of inappropriate and unlawful discrimination, all forms of harassment (including sexual harassment) and bullying in the workplace. The Council aims to create and sustain a work environment which supports mutual trust and respect and will take all reasonable steps to ensure that:

- ◆ • All employees can enjoy a workplace that is free from inappropriate and unlawful discrimination, harassment and bullying.
- ◆ • Principles of equity and equal employment opportunity are reflected in the Council's policies and procedures in respect of employees and employment; and
- ◆ • There are effective procedures in place for the resolution of the genuine concerns and grievances of employees.

In employment, the Council's policies and actions will reflect the notions of equal opportunity for both genders, including equal pay for the same work.

Employment Flexibility Arrangements

Sorell Council is committed to flexible working arrangements as they relate to all Employees. With a focus on work-life balance, employees will enjoy the benefits of a supportive community, both within and outside the workplace.

Safeguarding Children & Young People

Sorell Council are committed to creating and maintaining a Child Safe Organisation. Our policy outlines Council's position and responsibilities toward the safeguarding of children and young people in our physical and online environments.

Staff roles & responsibilities:

- Understand and comply with their roles and responsibilities in keeping children safe.
- Report any concerns about the safety and wellbeing of a child or young person.
- Obtain and maintain a Working with Vulnerable People Check where required.
- Participate in training and education in relation to safeguarding children and young people as required.
- Provide environments for children and young people where they feel safe, empowered, and can participate.
- Behave safely and appropriately with children and young people.

Conditions of Employment

EMPLOYMENT AGREEMENT

Employment in this position will be covered by an individual Employment Agreement. Except for any matters specifically covered in the Agreement, the provisions of Sorell Council Enterprise Agreement 2025 apply to the position.

PRE- EMPLOYMENT MEDICAL ASSESSMENT & NATIONAL POLICE CERTIFICATE:

Employment with Council is subject to undertaking a pre-employment medical examination and a National Police Certificate.

An application form for 'Consent to Check and Release a National Police Certificate' can be obtained from the Tasmania Police website: www.police.tas.gov.au/services-online/police-history-record-checks/how-to-complete-an-application/.

LEAVE ENTITLEMENTS

Annual Leave:

For each full year of service, an employee accrues an entitlement of four (4) weeks annual leave for each year of service (pro rata for part time employees).

Personal Leave:

An employee is entitled to ten (10) days of personal/carer's leave for each year of service. An employee's entitlement to paid personal/carer's leave accrues progressively during a year of service according to the Employee's ordinary hours of work and accumulates from year to year. Personal leave may be used when the employee is:

- Absent due to personal illness or injury; or
- Required to provide care to a member of the employee's immediate family or household who is ill or injured and requires such care.

Other leave entitlements can be found in the Enterprise Agreement.

SUPERANNUATION

Sorell Council will make employer superannuation contributions on the employee's behalf at a level of the Australian standard superannuation guarantee during the six (6) month probationary period and, once employment is confirmed, Council will contribute what is stated in the Enterprise Agreement of the employee's ordinary time earnings (as per the Australian Taxation Office definition).

Employer contributions may be directed to any other complying superannuation fund of the employee's choice. If no choice is made by the employee the Council will direct the employer contributions to Spirit Superannuation, as the default fund for Council employees.

Employees may make voluntary personal superannuation contributions to their chosen fund, either by salary sacrifice out of pre-tax income, or out of post-tax income.

HOURS OF WORK

The spread of ordinary hours under the Enterprise Agreement is from 7:00am to 7:00pm Monday to Friday for indoor employees and 6:00am – 6:00pm for outdoor employees, Monday to Friday inclusive.

REMOVAL AND RELOCATIONS EXPENSES

Payment of relocation expenses will be negotiated on a case-by-case basis, considering the level of the position. This will be at the discretion of the General Manager.



Advice to applicants

Please read the following information before applying.



THE SELECTION PROCESS

Sorell Council positions are filled in accordance with suitability for the position, the relative merits of the candidates and relevant legislative requirements.

Merit and suitability are assessed through a selection process that comprises the written application, the applicant's performance at interview, any assessment tools that are utilised and referee reports.



YOUR APPLICATION

Job applications need to be clear and concise as this is the first step in demonstrating your relevant knowledge, skills, qualifications and experience. All applications will be considered based on the essential and desirable requirements of the positions (the selection criteria are sometimes referred to as required attributes). The selection panel reviews all written applications and short-listing for the interview is based upon statements addressing the selection criteria. Many applicants do not proceed past this first stage of assessment due to failing to provide sufficient information in their applications.

Your application should provide information that demonstrates the following:

- ♦ **Your knowledge and skills against each of the selection criteria citing relevant examples.**
- ♦ **Your experience and qualifications and/or ability to develop the skills required.**



THE FORMAT OF THE APPLICATION

Cover letter

It is recommended that you include a short cover letter that introduces yourself and details the reason that you are applying for the position.

Resume

A resume is a history of your employment and work experience and should cover the following areas:

- ♦ Your employment history is in reverse chronological order, starting with your current employment.
- ♦ Details of the positions that you have held, including employment dates, capacity in which you were employed (e.g. full-time, part-time, casual), where you were employed and brief outline of the main duties and responsibilities.
- ♦ Your educational qualifications. This should include the title of your qualification, the year awarded, and the title of the institution attended. Copies of your academic qualification should also be attached.
- ♦ Information regarding training courses or developmental programs that you have attended should also be included.

SELECTION CRITERIA

A statement addressing the selection criteria must be included with your application.

Please note, applications that do not address the selection criteria will not be considered for interview.

The selection criteria represent the minimum level of knowledge and skills that individuals will need to satisfactorily perform the duties of the position. You must address each criterion in your application citing relevant examples on how you believe you meet or have the potential to meet the requirements. The criteria should also be addressed in terms of the major duties of the position for which you are applying.

Applications are rated against the selection criteria to short-list candidates for interview and then to select the most suitable and meritorious applicant from the field of candidates interviewed.

In addressing the selection criteria, you should consider the following guidelines:

- Read the selection criteria carefully and identify the major factors in each selection criterion. Determine how you meet each criterion.
- When making a statement on how you meet the criteria, cite relevant examples that detail how you were involved in a process, or how you applied a relevant skill or ability. In providing evidence or support your achievements, explain how you were successful.
- Check that you have addressed the major factors.
- It is not sufficient to simply state that you meet the criteria without explaining how.
- The suggested length of response should be approximately half-one page per criteria.
- As a rule, the more senior the role, the more complex the selection criteria and the more detailed your response should be.

The Selection Criteria for this position is on the next page and attached to the Position Description.

ADDITIONAL INFORMATION

Direct enquiries: Rhiannon Bullock, Customer & Business Support Coordinator – 6269 0073 or 0417 889 706

Employment Status: Full-Time and Part-Time opportunities available. To be negotiated with successful applicant.

Salary Range: The successful applicant will be appointed at either Level 4 (\$74,763.09 - \$79,977.46) or Level 5 (\$80,906.05 - \$87,691.87) pro-rata, depending on their qualifications, skills and relevant experience.

Superannuation: 12% for the first 6 months and 15.5% upon completion of probation

SELECTION CRITERIA

CUSTOMER & BUSINESS SUPPORT OFFICER (BUILDING & PLUMBING) Level 4

Essential:

- Well-developed administrative skills and the ability to plan, organise and prioritise a range of administrative tasks to well established guidelines and statutory timeframes
- Sound interpersonal skills and the ability to confidently deal with public and developer enquiries in a polite and efficient manner.
- High quality written communication skills
- Commitment to a high level of customer service delivery.
- Proficient computer skills including the use of Microsoft Office products, Customer Relationship Management (CRM) systems and Records Management Systems
- Demonstrated experience in operating within a team environment, in particular sharing workloads and supporting colleagues in a positive manner.
- Current Tasmanian Driver Licence.

Desirable:

- Previous experience working in Local Government.
- Qualifications and/or experience in a relevant building, plumbing or compliance discipline, together with a Certificate IV in Government Investigations (or eligibility to obtain the qualification)

CUSTOMER & BUSINESS SUPPORT OFFICER (PERMIT AUTHORITY) Level 5

Essential:

- Qualifications and, or experience in relevant building or compliance discipline and hold (or be qualified to obtain) and maintain a licence as a Permit Authority.
- Sound knowledge of the Building Act 2016 and relevant legislation, with the ability to interpret plans, permits and approvals to assess compliance.
- Excellent written, verbal and interpersonal communication skills, with the ability to negotiate, manage conflict and build positive relationships with customers, contractors and stakeholders.
- Proven ability to manage competing priorities, with the ability to consistently meet statutory and organisational timeframes.
- Ability to work both independently and collaboratively within a team and deliver a high standard of customer service.
- Demonstrated competence in report writing, record management and the use of Microsoft Office, CRM and records management systems with a high level of accuracy and attention to detail.
- Current Tasmanian Driver Licence.

Desirable:

- Previous experience working in Local Government.

HOW TO APPLY

Please email your **Cover Letter, Resume and Addressed Selection Criteria** outlining your relevant experience and why you are the ideal candidate for this role to recruitment@sorell.tas.gov.au.

Unfortunately, only successful applicants progressing to the interview stage will be contacted.

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APPLICATION CHECKLIST

- Cover Letter
- Resume
- Addressed Selection Criteria

