



## Concierge Officer Planning & Sustainability

<b>Position Number:</b>	35	<b>Department</b>	Planning & Sustainability
<b>Level:</b>	3	<b>Award:</b>	May be covered under Local Government Officer's Award
<b>Remuneration:</b>	\$68,736.26 Base Salary	inclusive of salary, superannuation, housing and district allowances (if eligible) is available to the successful candidate, depending on experience, skills and qualifications.	
<b>Reports to:</b>	Executive Assistant Planning & Sustainability	<b>Direct Reports:</b>	Nil
<b>Last Reviewed:</b>	Executive Assistant Planning & Sustainability	<b>Date:</b>	30/04/2026
<b>Approved:</b>	Acting Manager People, Culture & Wellbeing	<b>Date:</b>	7/05/2026

### OUR ORGANISATION

The Shire of Carnarvon provides excellent customer service across a wide range of programs, facilities and services that contribute to maintaining and enhancing our community. At the heart of our organisation are our values which underpin how our employees perform their duties and engage with the community and stakeholders.

### Our CARECHIP is what gives us the drive to serve our community.

We take pride in knowing that our employees and new recruits share our values, and we like to think that everyone who chooses to collaborate with us brings this CARECHIP with them.

<b>C</b>	<b>A</b>	<b>R</b>	<b>E</b>	<b>C</b>	<b>H</b>	<b>I</b>	<b>P</b>
<b>Courage</b>	<b>Authenticity</b>	<b>Respect</b>	<b>Excellence</b>	<b>Cohesion</b>	<b>Humility</b>	<b>Inclusion</b>	<b>Passion</b>

### POSITION OVERVIEW

As the Concierge Officer Planning & Sustainability (COPS) you are required to provide high level administrative support to the officers and the programs within the Community Planning & Sustainability that supports the Shire of Carnarvon to deliver the Strategic Community Plan and Corporate Business Plan. The position supports both internal and external stakeholders, ensuring efficient coordination, communication, and customer-focused service delivery. The COPS plays a key role in maintaining administrative systems, supporting program outcomes, and enhancing organisational effectiveness. This position may also include opportunities for temporary higher duties, with corresponding remuneration adjustments, to support business needs and employee development.

### COMMUNITY STRATEGIC OBJECTIVES

In 2040 Carnarvon is a place where:

- ★ Our equitable community is actively involved in and are responsible for developing innovative, local solutions that transcend our region for a safe and unified 6701.
- ★ Our economy fosters investment and productivity in industries befitting Carnarvon's physical and natural environment and that grow our horizons.

- ★ Our sustainable livelihoods create a community that can flourish into the future.
- ★ Our holistic health care facilities provide services from the womb to the grave.
- ★ Our educational opportunities from early childhood to adulthood are tailored and relevant to the individual.
- ★ Our infrastructure, housing and amenities are high quality and accessible.
- ★ Our community acknowledges our history and celebrates our diverse cultures.
- ★ Our community is engaged, inclusive and supportive.

#### KEY ROLE OUTCOMES

- ★ Demonstrate successful leadership through the application of the Shire's core values by promoting a work culture of sustainability, quality improvement, efficiency, and excellent customer service that corresponds to our Code of Conduct and Customer Service Charter.
- ★ Ensure compliance with the Local Government Act (WA) 1995 and any relevant legislation.
- ★ Provide administrative support across Building & Planning, Community Safety, and Environmental Health teams, contributing to efficient and effective daily operations
- ★ Participate in customer service workflows, ensuring timely, accurate, and consistent responses to enquiries while contributing to efficient service delivery across the organisation.
- ★ Provide administrative and coordination support to the Gascoyne River Bush Fire Brigade, supporting community safety outcomes
- ★ Accurately process, record, update, and maintain all data entry and filing systems including digitally processing building archives / documents
- ★ Provide administrative support in the preparation, coordination, and distribution of meeting agendas and minutes, ensuring accuracy, timeliness, and compliance with organisational requirements.
- ★ Provide excellent external and Internal customer service
- ★ This position may also include opportunities for temporary higher duties, with corresponding remuneration adjustments, to support business needs and employee development.
- ★ Maintain a strong customer service focus by delivering timely, accurate, and professional assistance across all areas of responsibility.

#### WORK HEALTH SAFETY RESPONSIBILITIES

- ★ To take reasonable care for their own safety and health and to avoid harming the safety and health of other people through any act or omission at Shire workplaces. And as relevant:
- ★ Proactively comply with all Shire WHS Policies, Procedures, and Guidelines, Practice, duties and other relevant conditions. As well as with the WA WHS Act 2020, WHS (General) Regulations 2022, all other relevant Regulations, Codes of Practice and Australian Standards
- ★ As far as reasonably possible comply with instructions given by their employer or an authorised person in the interests of safety and health and in accordance with the WHS Act.
- ★ Must report to their manager, supervisor, WHS Representative, PC&S and/or other relevant contact person work related injuries, near misses and any hazards at the workplace that they cannot correct themselves.
- ★ Must use, store and maintain personal protective equipment as properly instructed, and not damage or misuse any equipment or facilities provided in the interests of safety and health.
- ★ Participate in and where possible provide leadership for a continuous improvement culture of safety where best practice initiatives are entrenched in daily business activities.

#### LICENCES, REGISTRATIONS, MEMBERSHIPS OR QUALIFICATIONS REQUIRED OF THE ROLE

- ★ Current Western Australia Driver's License.

#### ESSENTIAL CRITERIA

- ★ Highly developed ability to uphold a values-based approach in the workplace.
- ★ Highly effective communication skills (written and verbal) including ability to prepare initial reports, letters, emails and assist with applications.
- ★ The ability to work to strict deadlines while maintaining a high standard of work.  
A commitment to providing a high level of internal and external customer service.
- ★ Advanced computer skills with experience with Microsoft Suite, particularly Microsoft Excel & Word, Landgate,
- ★ Ability to work as an effective member as part of a team.

#### DESIRABLE CRITERIA

- ★ Experience and knowledge of State building legislation.

- ★ Previous experience with Local Government.
- ★ Previous experience in a similar role.
- ★ Experience using Synergy

POSITION COMPETENCIES	
<b>Experience</b>	
<b>Focus of Role</b>	Administrative
<b>Experience Level</b>	Knowledge gained through a combination of education, training or experience
<b>Tasks</b>	
<b>Context Method</b>	Routine tasks with some variation in a predictable range
<b>Skill Level</b>	Written and communication skills involving numerical skills, organising skills, data collection, or other operational skills.
<b>Judgement and problem Solving</b>	
<b>Problem Solving</b>	Solve diverse problems which require assessment of a range of options having elements of complexity.
<b>Judgement</b>	Apply knowledge from a complex or wide range of rules. May make decisions on use of resources impacting outside the work area or on clients.
<b>Supervision and Independence</b>	
<b>Level of Supervision</b>	Supervision is team based, with clear direction on tasks to be performed but latitude within individuals within the team on the completion of parts of an overall task.
<b>Organisational Relationships and Impact</b>	
<b>Work Area Relationships</b>	Detailed knowledge of the interaction between work unit policies, systems and procedures and policies in other areas, make recommendations for improvement where the impact on related policies and activities is considered.
<b>Public/Other Staff Relationships</b>	Effective communication within standard work processes
<b>Impact</b>	Decisions made directly impact own work area
<b>Interpersonal Skills</b>	Effective communication with members of the public, clients and other staff and the resolution of routine and usual matters.
<b>Job Competencies</b>	
<b>Time Management</b>	Advanced: Able to manage multiple competing tasks and prioritise amongst a range of functions. May assist others with time management.
<b>Conflict Resolution</b>	Intermediate: Able to handle a range of routine and usual requests from staff or members of the public and resolve minor differences of opinion and/or requiring further explanation.
<b>Planning &amp; Organisation Skills</b>	Advanced: Implements tools to keep track of a wide range of tasks, priorities and due dates. Manages and plans own work, may supervise or direct work of others in a single business unit.
<b>Safety Procedures</b>	Intermediate: Assists in the development of JSAs, SWMS, and other safety procedures for own work area. May coach newer or more junior staff in safety procedures.
<b>Administration Skills</b>	Advanced: Able to set up administrative processes, including record keeping, filing, and tracking systems and train others in the use of these processes and systems.
<b>Equipment Operation</b>	N/A
<b>Supervision Skills</b>	N/A
<b>Project Management</b>	Intermediate: Contributes to the achievement of project plans by monitoring compliance functions, deliverables relating to part of the project plan. May provide assistance with forward planning, estimating and budgeting requirements of project.

<b>Policy and Procedure Development</b>	Intermediate: Research, develop and recommend / suggest changes for internal procedures or work processes which impact on the section or department.
<b>Policy or Legislative Interpretation</b>	Intermediate: Apply knowledge of policy framework to procedures and tasks, including providing advice and interpretation to staff and members of the public.
<b>Report Writing</b>	Intermediate: Undertake initial or straightforward drafting of reports, submissions or non-standard correspondence.
<b>Budgeting Skills</b>	N/A
<b>Customer Service Skills</b>	Advanced: Effectively communicate with clients and members of the public and in the resolution of minor matters.
<b>Decision Making Skills</b>	Intermediate: Decisions made may impact internal and external stakeholders. May make recommendations to more senior decision makers for more complex or intricate problems.
<b>Management Skills</b>	N/A

#### PREEMPLOYMENT SCREENING REQUIRED FOR THIS ROLE

- ★ National Police Clearance - Less than 6 months old
- ★ Pre-employment Medical Screening
- ★ Alcohol and Other Drug screening
- ★ Commitment to the Shire's values and Code of Conduct

#### REMUNERATION AND BENEFITS

The successful applicant will join the Planning & Sustainability Team with a starting salary from \$ 68,736.26 per annum, plus allowances (if eligible) and superannuation.

#### Other cash benefits include but not limited to

- \$ 1,201.11 p/a District Allowance\*
- \$ 3,061.65 p/a Housing Allowance\*
- \$ 1,156.62 p/a Annual Leave Loading 17.5%
- \$ 8,759.88 p/a Superannuation (Statutory)
- \$ 1,459.98 p/a Superannuation additional 2% (Optional, subject to employee salary sacrifice)\*
- \$ 3,500.00 Retention bonus upon completion of 3 years of service\*
- \$ 440.00 p/a Annual Leave Travel Assistance

#### Leave Entitlements\*

- 5 Weeks Annual Leave
- 2 Local Government Public Holidays
- 10 Days of Paid Personal Leave
- 10 Days of Paid Pandemic Leave
- 38 Hours of Paid Volunteer Emergency Services Leave

#### Additional Allowances and Subsidies as per Attraction and Retention Policy\*

- Salary Sacrificing for a range of benefits
- Annual Leave Travel Assistance Payment
- Local Club Membership Subsidies
- Gym Membership Subsidy
- Annual Pass for Aquatic Centre

\*Subject to Corporate Policy

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.