



INFORMATION FOR APPLICANTS



LAKE GRACE VISITOR CENTRE PART-TIME

For more information please contact:

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Tel No. (08) 9890-2500



SHIRE OF LAKE GRACE VISITOR CENTRE PART-TIME

The Shire of Lake Grace is looking for an individual to work at the Visitor Centre part-time.

Hours of work will be Thursdays & Fridays, as well as some cover for staff leave/absences.

The right candidate will have excellent local knowledge and be passionate about tourism in our region.

We offer a generous hourly rate, plus superannuation.

For more information and an application package please call the Shire office on 9890 2500, or head to the website www.lakegrace.wa.gov.au/employment

Applications must be marked CONFIDENTIAL and should be addressed to:

**The Chief Executive Officer
Shire of Lake Grace
P O Box 50, Lake Grace WA 6353**

Alternatively, they can be emailed to aso@lakegrace.wa.gov.au

Closing date for applications is 26th June 2026

Alan George
Chief Executive Officer

The Shire of Lake Grace is an Equal Opportunity Employer

About your application

Your application

This is the initial step in securing an interview for the position you are applying for and must be typed and of the highest standard.

We would prefer that your applications are emailed to aso@lakegrace.wa.gov.au and if you are mailing or delivering, it should be stapled in the top left-hand corner. Please do not submit applications in plastic folders or include original documents.

Covering Letter

The cover letter is a short outline and a brief description of your background and the reason why you are applying for the position.

Response to the Selection Criteria

The advertisement may or may not require for you to address the selection criteria and therefore needs to be set out in a separate document. The Selection Criteria is contained within the Position Description which will determine your suitability when shortlisting applicants. It is not meant to be exhaustive, but applicants must address each of the criteria demonstrating a developed knowledge and experience. You must also include previous working experience or examples in undertaking the function or requirements.

Qualifications

As part of your application, copies of supporting information/qualifications/certificates and statements of claims must be submitted.

Referees

Please include in your Resume/CV the names and contact details of at least two (2) referees. If there are reasons that the applicant does not wish the Shire of Lake Grace to undertake referee checks prior to determining a preferred candidate (e.g. an employer is not aware of your application and you do not wish for contacts to initially be made until preferred candidate status has been confirmed), please advise of such with your application or supporting email. *It is a common courtesy that referees be contacted for approval prior to nominating them in the application.*

Closing Dates for Applications

Vacancies within the Shire of Lake Grace are advertised with a specific closing date and is written in the advertisement. The closing time is the time when your submission is to be received at the Shire of Lake Grace office. *Please note that in fairness to everyone applying for the position, late applications will NOT be accepted.*

Preparing for the Interview

The Selection Criteria within the Position Description will best prepare you for the questions at the interview. It is recommended that the STAR method is used in responding to each criteria – S=situation, T=task at hand, A=action you have taken to complete the task, R= the result/outcome of your efforts. You can identify examples from past experience that might be similar or equivalent.

The Interview Process

A panel interview will usually consist of three (3) interviewers who will follow a set format to ensure equity and fairness to the applicant. The interviewers will take turns asking questions and will make notes to ensure that applicants are examined in a uniform manner

After the Interview

The successful applicant will be contacted by a member of the Panel to verbally offer the position. All employment is subject to successfully obtaining a National Police Clearance certificate and a pre-employment medical and drug & alcohol test. The costs will be reimbursed by the Shire after commencement. *All unsuccessful applicants will be notified in writing by the Human Resources Department.*



Shire of Lake Grace

LAKE GRACE VISITOR CENTRE PART-TIME

POSITION DESCRIPTION

Shire Values "A safe, inclusive and growing community embracing opportunity"

Position title	Lake Grace Visitor Centre
Department / service area	Community Services
Industrial award	Local Government Industry Award 2020 Industrial Agreement
Classification	Level 2
Position reports to (role)	Deputy Chief Executive Officer
Position supervises / Manages (roles)	N/A
Last date PD reviewed	8 June 2026
Links to Corporate Plan Objectives	<p><i>Economic Objective - A prosperous economy supporting diversification of industry</i></p> <p><u>Outcome 3: An attractive destination for visitors</u></p> <p>3.1 Promote and develop tourism as part of a regional approach</p> <p>3.2 Maintain and enhance tourism related infrastructure and attractions</p> <p>3.3 Continue to provide and maintain visitor support services</p>

Position Certification Date: 8 June 2026

Position Summary

Job Purpose

This position works with the manager to be responsible for the operation and administration of the Lake Grace Shire Visitor Centre under the direction of the Deputy Chief Executive Officer.

Liaise with the Deputy Chief Executive Officer on matters affecting the Shire of Lake Grace Visitors' Centre.

Ensure customer enquiries are satisfied in accordance with the Shire of Lake Grace customer service standards.

KEY DUTIES & RESPONSIBILITIES

Primary, delegated or supporting responsibilities

Administration / Marketing / Promotion

- Be the first point of contact for administration enquiries within the Visitors Centre and across available enquiry platforms (phone, email, website)
- Support all operations to ensure efficient and effective day to day running of the Visitor Centre and provide current tourism information to visitors
- Process sales transactions
- Maintain and manage the Centres brochure racking and flyer displays
- Deliver guided tours as directed

Customer Service:

- Provide outstanding customer service to all visitors, customers and suppliers of the LGVC.
- Maintain a high level of knowledge of all supplier products and stock control
- Collect and collate data in a respectful and effective manner from tourists on a daily basis.

- Maintain a database of centre merchandise, local accommodation, tourism related businesses, attractions and events throughout the region and ensure this information is readily available to volunteers and industry bodies
- Conduct scheduled tours of the AIM Hospital

Team Contribution:

- Work as a flexible and valued member of the Visitor Centre team and assist in the smooth operation of the Visitor Centre retail space
- Demonstrate leadership and a high level of adherence to Visitor Centre policy and procedures at all times
- Work with and support volunteers to provide accurate visitor information
- Provide festival and event support services when required

Occupational Health & Safety Tasks:

- Occupational Health & Safety-administration & reporting

General Tasks:

- Registering & Filing relevant to the position
- General Risk Management/Occupational Safety & Health
- Other duties as directed by the Deputy Chief Executive Officer

General Responsibilities and expected behaviour or conduct

The Model Code of Conduct provides elected members and staff in Local Government with consistent guidelines for an acceptable standard of professional conduct. The Code addresses in a concise manner the broader issue of ethical responsibility and encourages greater transparency and accountability in individual Local Governments.

Staff are expected to;

- ✓ assist other employees from time to time and contribute to teamwork
- ✓ behave in a manner and be seen to act, properly and in accordance with the requirements of the law and the terms of this Code
- ✓ observe the highest standards of honesty and integrity
- ✓ avoid conduct which might suggest any departure from these standards
- ✓ give effect to the lawful policies of the Local Government, whether or not they agree with or approve of them

Key Performance Indicators	Performance Requirements
<ul style="list-style-type: none"> • Visitor Centre is open consistently on weekends • Visitor numbers remain consistent with, or higher than previous year • Visitor satisfaction is high 	<ul style="list-style-type: none"> • Keep regular hours as directed • Any time off required is well managed • Database is accurately maintained • Visitor centre is well presented • Excellent local knowledge, communication, and friendly demeanour

Work Health and Safety Statement of Outcome

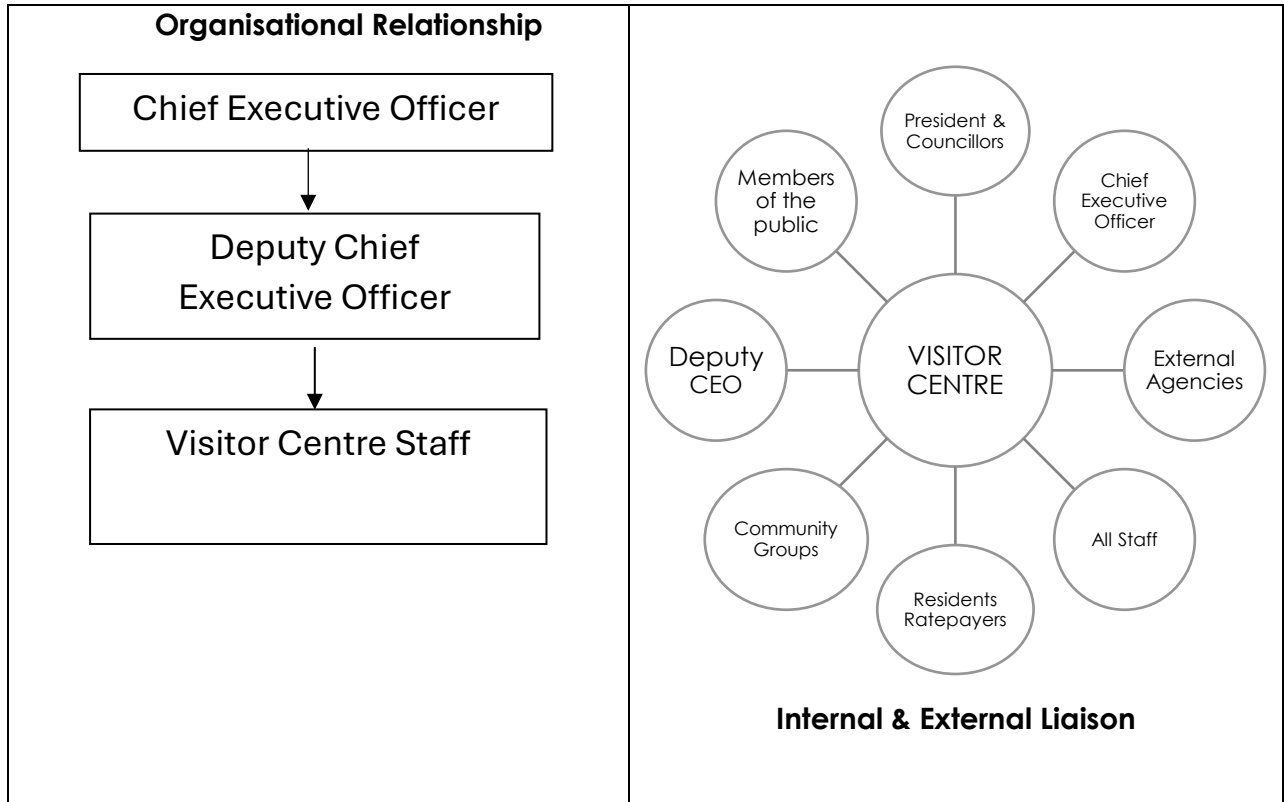
A safe and efficient place of work is our goal, and we must all be committed to reach this outcome. The Shire of Lake Grace is committed to continuous improvement of the Work Health and Safety standards.

1. Take reasonable care to ensure personal safety and health at work and that of other persons in the workplace
2. Comply with statutory obligations, Council Policy, Industrial Awards, WHS and EEO legislation
3. Follow safety rules, procedures and standards at all times
4. Report ALL accidents, incidents and hazardous situations arising in the course of work

Equal Employment Opportunity Statement of Outcome 2023-2025

1. Outcome – The organisation values EEO and diversity and the work environment is free from sexual and racial harassment.
2. Outcome – Workplaces are free from employment practices that are biased or discriminate unlawfully against employees or potential employees
3. Outcome – Employment programs and practices recognise and include strategies for EEO groups to achieve workforce diversity
4. Outcome – Maintain a relevant and achievable EEO Management Plan through communication, review/amendment and evaluation.

Position Liaises with:



SELECTION CRITERIA

ESSENTIAL

KNOWLEDGE

- Local knowledge
- Basic knowledge of the Tourism Industry
- Understanding of the requirements of managing an organisation based on volunteer labour force
- Basic knowledge of business environment
- Basic knowledge of basic finance/budgeting

SKILLS

- Well-developed written and verbal communication skills
- Sound computer skills
- Leadership and management skills
- Good time management skills
- Networking skills
- Current driver's license

PERSONAL ATTRIBUTES

- Attention to detail
- Team focus
- Ability to multi-skill
- High level of integrity

PREFERRED

- Current National Police Clearance Certificate, no more than 6 months old, or willingness to obtain
- Completion of a pre-employment medical

PERFORMANCE REVIEWS:

- Reviews shall be conducted annually

PHYSICAL REQUIREMENTS OF THE POSITION

Sitting / standing for periods of time, ergonomics, lifting, bending, twisting, and working with screen-based equipment.

GENERAL INFORMATION

This position description is only descriptive of the type of duties to be undertaken during the period of employment, and the employee accepts that the organisation may require the employee to carry out any duties, which are within the employee's skill and competence.

In addition, due to the nature of work with this position and need for timeframes to be met, it is essential that the incumbent is flexible in being able to work when required, including attendance at non-business hours meetings, workshops and the like.

LAKE GRACE VISITOR CENTRE

Position Acknowledgement and Acceptance

Position Holder

Name

Signature

____ / ____ / ____

Date

Reviewed by:

Aaron Wooldridge

Deputy Chief Executive Officer

____ / ____ / ____

Date

Approved by:

Alan George

Chief Executive Officer

Signature

____ / ____ / ____

Date

This position description will be reviewed annually as part of the annual performance appraisal process.



Shire of Lake Grace

Application Form

LAKE GRACE VISITOR CENTRE – PART-TIME

PERSONAL DETAILS		
Full Name:		
Home Address:	Suburb:	
State:	Postcode:	
Telephone Number:		
Email Address:		
Do you hold a valid driver's licence? Yes <input type="checkbox"/> No <input type="checkbox"/>		
If yes, please provide details of your driver's licence below		
Place of Issue:	Licence type:	
Drivers Licence Number:	Expiry Date:	
Do you hold a valid police clearance check? Yes <input type="checkbox"/> No <input type="checkbox"/>		
If no, would you be prepared to undertake this check if requested? Yes <input type="checkbox"/> No <input type="checkbox"/>		
EMPLOYMENT RIGHTS		
Are you an Australian Citizen? Yes <input type="checkbox"/> No <input type="checkbox"/>		
If no, please state your nationality and confirm the details of your current visa		
Nationality:	Visa Type:	
Details of Any Work Restrictions:	Visa Expiry Date:	
Any Additional Comments:		
EDUCATION AND QUALIFICATIONS		
Name of Institute	Qualification Obtained	Completion Date
Details of Any Other Relevant Skills or Qualifications:		

EMPLOYMENT HISTORY	
Name of Employer:	Position Held:
Start Date:	End Date:
Reason for Leaving:	
Summary of Duties/Responsibilities:	
Name of Employer:	Position Held:
Start Date:	End Date:
Reason for Leaving:	
Summary of Duties/Responsibilities:	
Name of Employer:	Position Held:
Start Date:	End Date:
Reason for Leaving:	
Summary of Duties/Responsibilities:	
REFEREES	
Name of Referee 1:	Company Name:
Position Held:	Telephone Number:
Email Address:	Contactable immediately? Yes <input type="checkbox"/> No <input type="checkbox"/>

Name of Referee 2:	Company Name:
Position Held:	Telephone Number:
Email Address:	Contactable immediately? Yes <input type="checkbox"/> No <input type="checkbox"/>

I consent to the Shire of Lake Grace to make contact with my referees to carry out reference checks in support of my application

Yes No

HEALTH QUESTIONNAIRE

Do you wish to make us aware of any thing that may impact your ability to carry out the tasks required for this role?

Yes No

If yes, please provide details:

Please note that disclosure of any injury, illness or disability will not exclude an applicant from employment. The Shire has a duty of care to employees and disclosure of a pre-existing condition may require adjustments to the workplace to ensure the reduction of potential harm.

Applicants who are successful in the shortlisting process may be subject to a pre-employment medical and urine drug screening, as part of the recruitment process. At this stage, applicants may be required to disclose any previous workers compensation claims and details of any previous/current medical conditions or restrictions that may impede their physical ability to perform the role that they have applied for.

I understand and agree to these terms and conditions Yes No

I agree to take part in a pre-employment medical and urine drug screening Yes No

ADDITIONAL INFORMATION

How did you learn about this opportunity?

Are you currently employed by or have previously worked for the Shire of Lake Grace?

Yes No

If yes, please provide further details below:

Dates employed from and to:

Position Held:	Line Manager Name:
Please confirm that you have attached the following supporting documents to this application form:	
Resume	Yes <input type="checkbox"/> No <input type="checkbox"/>
Covering Letter	Yes <input type="checkbox"/> No <input type="checkbox"/>
APPLICANT DECLARATION	
<p>I hereby certify that the information provided in this application is true and correct. I understand that any misrepresentation of facts within this application could be cause for instant termination, should I be employed by the Shire of Lake Grace. I am aware that should I be employed by the Shire of Lake Grace that this application and the attached supporting documentation will be included in my employment file.</p> <p>Applicant Name:</p> <p>Signature:</p> <p>Date:</p>	