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Candidate Information

**FOSO Support Officer**

Join Wentworth Shire Council for a career in a progressive, community-focused work environment that prioritises the interests of the Shire. Wentworth Shire Council is committed to becoming a child safe organisation by embedding the NSW Child Safe Standards across our organisation. An advocate of Equal Employment Opportunity, Council offers outstanding working conditions and a team-oriented, positive culture.

Employees at Wentworth Shire Council are provided with a range of benefits:

- ▶ Accrued Rostered Days Off throughout the year (for eligible roles), in addition to four weeks of Annual Leave
- ▶ Long Service Leave entitlements after five years of service
- ▶ Professional development opportunities

Applications are encouraged from individuals of all backgrounds, including Aboriginal and Torres Strait Islander peoples, people of different ages, those with disabilities, and members of the LGBTIQIA+ community, as well as candidates from various cultural and linguistic heritages.

Wentworth Shire, home to about 8,000 residents, offers a unique lifestyle by the Murray and Darling Rivers. A place of natural beauty and outdoor activities, the Shire is ideal for families. Nearby Mildura provides additional amenities and cultural experiences. This balance makes Wentworth Shire an attractive location for living, working, and exploring.

For further information on advertised positions and details on how to apply, contact Glen Norris, Manager Human Resources:  
P: (03) 5027 5027  
E: [humanresources@wentworth.nsw.gov.au](mailto:humanresources@wentworth.nsw.gov.au)

## At Wentworth Shire Council, we value:

### Honesty & Integrity

- ▶ We deliver on commitments
- ▶ We act ethically

### Accountability & Transparency

- ▶ We take responsibility for our actions
- ▶ We communicate openly and respectfully with our community

### Respect

- ▶ We act professionally towards our community and our colleagues

### Quality & Commitment

- ▶ We do our best to provide the highest standard of goods and services to our community
- ▶ We are responsive to the needs of our community and always look for ways to better serve our community
- ▶ We are dedicated to fulfilling the Shire's vision and goals



If you require assistance reading and understanding this document, please contact the Translating and Interpreting Service on 131 450 and ask them to call Wentworth Shire Council on 03 5027 5027.

# Position Description – FOSO Support Officer

<b>Directorate</b>	<b>Corporate Services</b>
<b>Location</b>	<b>Wentworth</b>
<b>Classification/Grade/Band</b>	<b>ATT, Level 1, Step 1</b>
<b>Position Code</b>	<b>R2026/12</b>
<b>Date position description approved</b>	<b>February 2026</b>

## Council overview

The Wentworth Shire Council region is made up of the following towns and irrigation areas; Wentworth, Dareton, Coomealla, Pomona, Mourquong, Monak, Trentham Cliffs, Pooncarie, Buronga, Gol Gol, Ellerslie and Curlwaa. Some of these towns are classified as villages, and the entire population of nearly 8,000 people is spread across approximately 26,000 square kilometres, making our region one of the most sparsely populated rural council areas. Wentworth Shire Council manages one of the largest road networks in New South Wales (NSW), responsible for maintaining 2139 kilometres of roads, with over 519 km of these sealed. The Wentworth Shire Council Chambers, main office and works depot, library, town hall and Visitor Information Centre are all located in Wentworth.

## Council values

- Honesty and Integrity.
- Accountability and Transparency.
- Respect.
- Quality.
- Commitment.

## Primary purpose of the position

The position is responsible for;

- Providing excellent customer service and tourism information, sharing a passion for our region to visitors and locals who attend the Fibre Optic Symphonic Orchestra (FOSO) art installations, Visitor Information Centre, or other attractions and leisure opportunities, enhancing the quality of their experience in the region.
- Contribute to increasing the region's visitor economy through quality customer interactions and customer service with the intention to increase visitor length of stay and number of activities undertaken within the region.
- Serve customers efficiently with welcome and check in to site, food and beverage, merchandise orders, and ticketing enquiries, taking payments using POS system.
- Assist with set up and close of the exhibitions to ensure the site is ready for customers as well as undertaking any other duties as directed.

## Duties

- Actively engage with customers, providing outstanding customer service, greeting them upon arrival, checking tickets and asking discovery questions where appropriate.
- Sharing our passion for the region, providing informative and engaging information, including storytelling, promotion of local products and businesses all with the intention to encourage longer stays within our region.
- Operate online booking platforms and other computerised systems necessary to make ticket, or merchandise sales.
- Ensure that visitors and customers are greeted in a warm, friendly and positive manner at all times.
- Serve snacks, drinks and merchandise at the FOSO bar ensuring relevant responsible service of alcohol guidelines are adhered to.
- Ensure customers are given clear direction in regard to the use of the facility to ensure the best experience throughout the installations.
- Monitor customers within the exhibition areas to ensure compliance with safety instructions and use of the exhibitions.
- Be fully aware of safety and emergency procedures associated with the exhibitions or locations rostered and perform allocated responsibilities in the case of an emergency.
- Work effectively following established procedures and guidelines for the role.
- Maintain a good awareness and knowledge of FOSO and tourism products and events within the Wentworth region.
- Ensure the appropriate completion of duties at the end of each business day, including but not limited to the finalisation of cashiering responsibilities, close of desk and securing of the designated areas.
- Assist with setting up and closing exhibitions to ensure a smooth customer experience. This includes conducting basic inspections of light fixtures and reporting any technical issues to the maintenance team for investigation.

- Carry out other duties as directed within the scope, skill and competence level of the position and the employee.
- Undertake all identified training requirements associated with the position.

## Key dimensions

### Reports to

Manager Business and Corporate Services

### Key Selection Criteria - Essential requirements

- Demonstrated experience in the following industries: hospitality, events, tourism, retail or customer service.
- Customer service and engagement skills, including knowledge of local tourism products and infrastructure and ability to share knowledge with visitors.
- Sound working knowledge and proficient in the use of Point-of-Sale systems.
- Ability to work as part of a team as well as independently and have the capability to remain calm under pressure while handling large groups of people.
- Valid NSW RSA
- Well developed verbal and written communication skills.
- Maintain a current a valid drivers' licence.

### Key Selection Criteria - Essential requirements





- Knowledge of local tourism products and history of Wentworth region and surrounds.

The position description provides a general indication of the responsibilities and nature of the work to be undertaken by the employee. It is not intended to be a comprehensive list of all duties, tasks and/or requirements of the role. The position description is reviewed on a regular basis and may be varied, with consideration being made with the employee's skills, experience and expertise. Any changes will be made in consultation with the employee.

## 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	Foundational
	Act with Integrity	Intermediate
	<b>Demonstrate Accountability</b>	<b>Intermediate</b>
 Relationships	Communicate and Engage	Adept
	<b>Community and Customer Focus</b>	<b>Adept</b>
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Create and Innovate	Intermediate
	<b>Deliver Results</b>	<b>Intermediate</b>
 Resources	Finance	Foundational
	Assets and Tools	Foundational
	<b>Technology and Information</b>	<b>Intermediate</b>
	Procurement and Contracts	Foundational

## Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> <li>Follows through reliably and openly takes responsibilities for own actions</li> <li>Understands delegations and acts within authority level</li> <li>Is vigilant about the use of safe work practices by self and others</li> <li>Is alert to risks in the workplace and raises them to the appropriate level</li> </ul>
<b>Relationships</b> Community and Customer Focus	Adept	<ul style="list-style-type: none"> <li>Demonstrates a sound understanding of the interests and needs of customers and the community</li> <li>Takes responsibility for delivering quality customer-focused services</li> <li>Listens to customer and community needs and ensures responsiveness</li> <li>Builds relationships with customers and identifies improvements to services</li> <li>Finds opportunities to work with internal and external stakeholders to implement improvements to customer services.</li> </ul>
<b>Results</b> Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>Takes the initiative to progress own and team work tasks</li> <li>Contributes to the allocation of responsibilities and resources to achieve team/project goals</li> <li>Consistently delivers high quality work with minimal supervision</li> <li>Consistently delivers key work outputs on time and on budget.</li> </ul>
<b>Resources</b> Technology and Information	Intermediate	<ul style="list-style-type: none"> <li>Shows confidence is using core office software and other computer applications</li> <li>Makes effective use of records, information and knowledge management systems</li> <li>Supports the introduction of new technology to improve efficiency and effectiveness.</li> </ul>

# EXECUTIVE LEADERSHIP REPORTING STRUCTURE

Our Organisational Structure is designed to deliver on the Community's Strategic Objectives as outlined in the Community Strategic Plan 2026-2036.

Commenced journey with Council in November 2002.



**KEN ROSS**

**GENERAL MANAGER**

Appointed to role in May 2019

**OFFICE OF THE GENERAL MANAGER**

**BUSINESS SUPPORT**

- Advocacy
- Civic Service
- Executive Services
- Marketing & Communications
- Mayor & Councillor support

**HUMAN RESOURCES**

- Human Resources recruitment
- Organisational training & development
- Work Health & Safety
- Workplace & Industrial relations

**BUILDING SURVEYING/ ENVIRONMENTAL HEALTH**

- Bonds and Permits
- Building Certification
- Food Safety – annual inspections & temporary permits
- Public Health/Skin Penetration/Cooling Towers/UPSS

**COMPANION ANIMALS**

- Barking Dogs
- Nuisance/Aggressive Dogs
- Rehoming
- Shelter Management

**COMPLIANCE/REGULATORY SERVICES/ LOCAL LAWS**

- Alcohol Free Zones
- Development compliance
- Education & enforcement
- Noise
- Pollution & contaminated land

**DEVELOPMENT ASSESSMENT**

- Development Determinations
- Planning Portal management & assistance
- Pre-lodgement advice

**RESERVES & LAND TENURE**

- Acquisition of land
- Crown land manager
- Native Title

**STRATEGIC DEVELOPMENT**

- Heritage Protection & Advice
- Planning Proposals & LEP Amendments
- Strategic Planning Projects & Strategies

Commenced journey with Council in November 2008.



**SIMON RULE**

**DIRECTOR**

Appointed to role in May 2014

**CORPORATE SERVICES**

**CUSTOMER SERVICES**

- Bridge lift bookings
- Cemetery reservations & burials
- Customer enquiries
- Receipting (rates, water accounts, applications)
- Venue hire bookings

**BUSINESS & COMMUNITY SERVICES**

- Economic & Community Development
- Events
- Library
- Tourism
- Visitor Information Centre

**FINANCE & ACCOUNTING**

- Accounts payable/receivable
- Accounting services
- Payroll
- Procurement
- Rates

**INFORMATION TECHNOLOGY**

- Business continuity
- Cyber security
- End-user support
- Geographic Information Systems (GIS)
- Hardware/software/maintenance acquisition

**RECORDS**

- Record management

**RISK & GOVERNANCE**

- Audit, Risk & Improvement Committee
- Corporate Compliance
- Corporate Strategic Planning & Reporting
- Internal Audit
- Risk management

**STORES**

Commenced journey with Council in November 2016.



**GEOFF GUNN**

**DIRECTOR**

Appointed to role in August 2019

**ROADS & ENGINEERING**

**ENGINEERING TEAM**

- Assets
- Engineering services
- Infrastructure
- Technical Services
- Water & Waste Water

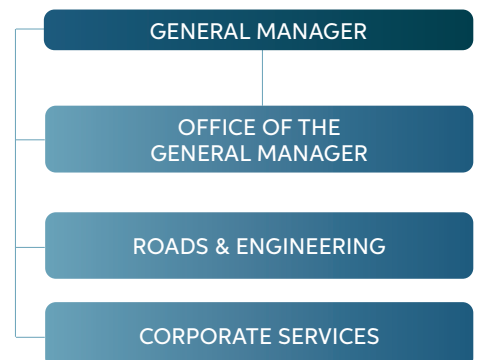
**WORKS TEAM**

- Aerodrome operations
- Building maintenance
- Civil Works
- Fleet/Workshop
- Landfill/Waste
- Operations
- Parks & Gardens
- Roads



## REPORTING STRUCTURE

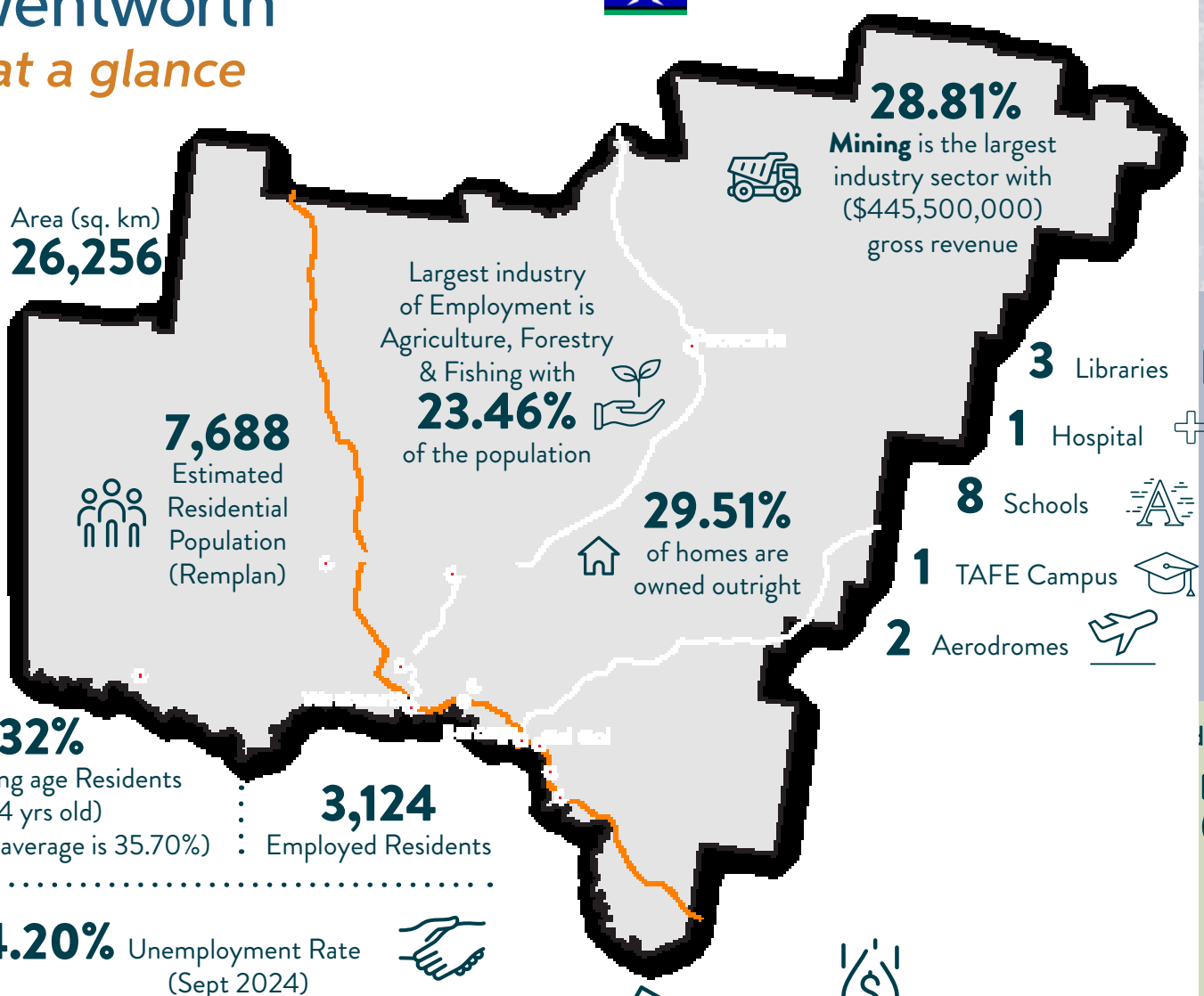
As at 14 November 2025



# Wentworth at a glance



**8.40%** of our population identify as Aboriginal or Torres Strait Islander (State average is 3.44%)



Year 12 education as the highest form of education

Wentworth Shire residents

**31.40%**

vs.

Other areas of NSW

**21.40%**

**\$95,330** per capita Gross Regional Product

The individual median wage is **\$696** per week with **16.25%** of people earning over **\$1,500** per week.

**43 years old**

is the Median Resident age (State median is 39)

**29.62%** of Residents are aged under 25 (State average is 30.03%)

**20.77%** of Residents are aged over 65 (State average is 17.65%)



**25.07%** of families earn over \$130,000 vs. state average of 37.59%

1,360km of unsealed road



### Contact

-  **Main Service Centre**  
61 Darling Street, Wentworth
-  **Postal Address**  
PO Box 81, Wentworth NSW 2648
-  **(03) 5027 5027**
-  **council@wentworth.nsw.gov.au**
-  **wentworth.nsw.gov.au**

Have Your Say:  
[engage.wentworth.nsw.gov.au](https://engage.wentworth.nsw.gov.au)