

# Candidate Information Package



## The Shire of Irwin

Spanning 2,232 square kilometres, the Shire is located along the picturesque Batavia Coast of Western Australia, just 60 km from Geraldton and 350 km north of Perth. Dongara and Port Denison, the historic twin towns, are part of the Shire of Irwin, with Dongara serving as the administrative centre and the Irwin River offering a scenic landmark between the two.

Traditionally known for its lobster fishing industry and acre farming, the area has evolved into a vibrant coastal community. It is now celebrated for its welcoming atmosphere, rich heritage, and strong opportunities in employment and tourism, all contributing to its authentic coastal village charm.

**The Shire of Irwin is truly an enviable lifestyle choice.**



Find out more at [www.irwin.wa.gov.au/](http://www.irwin.wa.gov.au/)

**our vision** - a safe place to live, an exciting place to visit and a progressive place to work  
**our mission** - delivering excellence in service, driving growth and building strong relationships

# Community



The Community is well equipped with a range of essential facilities including a public hospital facility which includes emergency services, a domiciliary care unit and a nurse home care unit, St John Irwin Ambulance, pathology, GP medical centre, district high school, transfer station and various local businesses.

There is an abundance of community and sporting groups that offer great opportunities for people of all ages to get involved and actively participate. The Shire has a modern recreation centre which offers multiple health and fitness options, plus boasts a newly refurbished skate park and pump track for people of all ages to enjoy. In the warmer months, the Dongara Denison Drive-Ins offers hours of fun and entertainment for local and visiting families.

## Events

A variety of events are held throughout the year including monthly town markets, Easter Races, Hanging of the Quilts, Port Denison drift and stunts and the Mid-West Show and Shine.

## Tourism

With a wide range of caravan parks and camping grounds, the Shire of Irwin caters for tourist and locals alike with a brilliant blend of beautiful beaches and agriculture; there is a variety of activities including surfing; fishing; nature and heritage trails and a host of events from Easter and monthly markets; Easter Races; Mixed Lawn Bowls Carnival; Hanging of the Quilts; Moreton Bay Fig trees, Irwin River; Fishermen's Lookout; historic museum; marina and WA's premier annual kitesurfing event, . The Shire provides many other attractions in the region.

## Industry

Known historically for its lobster fishing industry and broad acre farming, the area has developed to include oil and gas production/exploration and mineral sands extraction industries offering a range of employment opportunities.

## Development

The Shire of Irwin is becoming a highly active environment due to the vested interest from the diverse industries with 'green' energy a primary focus. This is an exciting time to join the Shire, as it is positioned for growth in a sustainable environment.





# Shire of Irwin

Dongara | Western Australia

## Coordinator Infrastructure

12 Month Fixed Term Contract

### Join Our Team!

The Shire of Irwin is seeking a motivated and experienced professional to undertake the role of Coordinator Infrastructure on a 12-month fixed term contract, with potential for extension.

### Position Objectives

The Coordinator Infrastructure will:

- Coordinate all maintenance and repairs for Shire building assets and infrastructure in line with the Shire's Asset Management Policy.
- Manage enquiries relating to Shire-owned community housing, with a particular focus on aged accommodation.
- Deliver high-quality customer service while ensuring effective asset maintenance.
- Develop and implement policies, guidelines, and procedures to support the efficient management of Shire facilities.
- Supervise Housing Officer and Cleaners.

### About You

We are looking for someone who:

- Has strong organisational, supervisory and problem-solving skills.
- Demonstrates a commitment to customer service excellence.
- Possesses experience in asset management, building maintenance, or related fields.
- Can work collaboratively with staff, contractors, and the community.

### What We Offer

- A supportive team environment within local government.
- The opportunity to make a meaningful impact on community facilities and housing.
- A fixed term role with an option for extension, that offers an competitive salary based on the skills and experience of the successful candidate.

Further information can be obtained by contacting Manager Operations on 08 9927 0000.

# How to apply

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Your application should include a covering letter of no more than two pages addressing the selection criteria outlined in the Position Description, along with a current résumé and the contact details of two recent referees.

**Applications can be emailed to [hr@irwin.wa.gov.au](mailto:hr@irwin.wa.gov.au).**

The successful candidate will be required to provide eligibility of working rights in Australia; and undergo pre-employment screening which includes a medical and drug and alcohol testing.

**Applications close at 5pm on Monday 2 February 2026.**

*Shane Ivers*

**Chief Executive Officer  
Shire of Irwin**

*The Shire of Irwin reserves the right to commence short-listing prior to the closing date.*

*The Shire of Irwin is an equal opportunity employer proudly promoting an all-inclusive safe work environment*

# Position Details

## 1.0 Position Details

POSITION TITLE	<b>Coordinator Infrastructure</b>
CLASSIFICATION	Level 6
EMPLOYMENT TYPE	Fixed Term Contract
REPORTING TO	Manager Operations
DEPARTMENT	Operations
LOCATION	Shire of Irwin Operations Office, 30 Bailey Street, Dongara WA 6525
SUPERVISION	Housing Officer, Cleaners
INTERNAL RELATIONSHIPS	All Shire Employees
EXTERNAL RELATIONSHIPS	Councillors, Tenants, Residents, Rate Payers, Community, Contractors and other stakeholders

## 2.0 Position Objective

The Coordinator Infrastructure will coordinate all maintenance and repairs for Shire building assets and infrastructure in accordance with Shire's Asset Management Policy. This role will be responsible for all enquiries relating to the management of Shire-owned community housing, particularly aged accommodation. The role will have a strong focus on quality customer service delivery, asset maintenance and the establishment of appropriate policies, guidelines and procedures for the effective and efficient management of the relevant facilities.

## 3.0 Position Specific Tasks and Activities

KEY AREA	DUTIES AND RESPONSIBILITIES	KEY PERFORMANCE INDICATORS
<b>Customer Service</b>	<ul style="list-style-type: none"><li>Respond to all telephone, email and counter enquiries regarding infrastructure management, in accordance with the Customer Service Charter and established policies, standards and procedures;</li><li>Collate and prioritise all incoming maintenance requests;</li><li>Liaise with contractors to ensure maintenance requests are completed within designated timeframes;</li><li>Process and record all incoming customer service requests, applications for additional structures, maintenance work requests and general enquiries;</li></ul>	<ul style="list-style-type: none"><li>Customer Service Charter key objectives are achieved</li><li>Customer Service Requests are efficiently recorded and maintained</li><li>Minimal lag time occurs between a customer service request and resolution</li><li>Customers are satisfied with follow up of status and estimated timeframe of resolution.</li></ul>

<b>Property Care and Maintenance</b>	<ul style="list-style-type: none"> <li>▪ Program and coordinate planned maintenance and repair of Shire building assets in accordance with the Shire's Asset Management Policy, statutory requirements and any other relevant Shire policies and procedures;</li> <li>▪ Utilise Mex programme for all maintenance and building PM's and work orders</li> <li>▪ Assist the development of the Shire's Asset Management Plan.</li> <li>▪ Undertakes routine inspection of Council buildings, reporting any defects and repair as needed.</li> <li>▪ Manages "The Village" aged accommodation, ensuring all legislative requirements are met for all tenanted Council properties in line with Department of Communities and Shire Of Irwin Policies and procedures.</li> <li>▪ Manages Henry Road aged accommodation, ensuring all legislative requirements are met for all tenanted Council properties in line with Shire of Irwin Policies and procedures.</li> <li>▪ Review and develop policies, guidelines and processes relating to administrative and tenancy management, and financial systems to deliver consistent and efficient management.</li> <li>▪ Undertakes annual inspections of all units through local contract arrangements.</li> <li>▪ Responds to building damage/defects notified by tenants of Council premises and liaise with contractors, ensuring reactive maintenance is organised in a timely manner.</li> <li>▪ Maintain records and information systems - specifically relating to budgets/financial commitments and expenditure.</li> <li>▪ Develop annual budget for buildings, maintenance and capital works programs in consultation with the Manager Operations</li> <li>▪ Manage and maintain the building asset data base.</li> <li>▪ Manage all planning and scheduled maintenance requirements for all Shire Infrastructure including Heritage listed infrastructure.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Property inspections are scheduled annually in accordance with State Government regulations and Shire Policy</li> <li>▪ Rent reviews scheduled annually. Rent increases implemented annually in accordance with Community Housing Rent setting polices</li> </ul>
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	<ul style="list-style-type: none"> <li>Undertake other duties as directed by the Manager Operations within known skills, knowledge and capabilities.</li> <li>Liaise with Manager Community Services to assist in completing grant applications or Shire Infrastructure opportunities.</li> </ul>	
<b>Administration</b>	<ul style="list-style-type: none"> <li>Manage tenancies in accordance with the provisions of the Residential Tenancies Act 1987 (WA) and relevant Shire policies.</li> <li>Record and maintain "The Village" and Independent Living Unit applications and associated wait lists in accordance with the joint venture agreement, Council policy and Management Allocation Policy.</li> <li>Review and develop policies, guidelines and processes relating to administrative and tenancy management, and financial systems to deliver consistent and efficient management.</li> <li>Maintain and renew the Shires Community leases and establish appropriate guidelines &amp; procedures for the effective and efficient management of Shires community facilities</li> <li>Maintain Housing Authority Contract review Target area report as per Housing Authority guidelines</li> </ul>	<ul style="list-style-type: none"> <li>Tenancies are managed in accordance with the Residential Tenancies Act 1987 (WA) and relevant Shire policies.</li> <li>Applications are maintained in accordance with the JV agreement.</li> <li>Policies and guidelines are reviewed, updated and maintained annually.</li> </ul>
<b>Financial</b>	<ul style="list-style-type: none"> <li>Coordinate all scheduled maintenance activities and issue work orders, in line with the Shire's Purchasing Policy and budget provisions.</li> <li>Coordinate and manage a renewal program, in line with budget provisions and the Shire's Purchasing Policy guidelines;</li> </ul>	<ul style="list-style-type: none"> <li>Purchase Orders are raised for scheduled work and budget is tracked so no overruns occur.</li> </ul>
<b>Development</b>	<ul style="list-style-type: none"> <li>Work in a way which fits with the Shire's practices, policies and values, and supports the implementation of new policies and practices.</li> <li>Maintain skills and knowledge base, assess skill gaps, and identify appropriate training opportunities to address skills deficiencies.</li> <li>Coach and/or mentor colleagues as required.</li> <li>Identify and act on opportunities for increased effectiveness and efficiency in the department.</li> </ul>	<ul style="list-style-type: none"> <li>Adherence to the Shire's Employee Code of Conduct, policies and procedures is demonstrated.</li> <li>Skill and knowledge base is maintained and demonstrated in efficient and effective delivery of duties.</li> </ul>
<b>Supervision</b>	<ul style="list-style-type: none"> <li>Provide daily directions, guidance, and support to the Housing Officer and cleaners to ensure housing and cleaning services are delivered efficiently, professionally, and in line with Shire policies and procedures.</li> <li>Oversee the planning, scheduling, and prioritisation of housing-related and cleaning related tasks, maintenance requests, inspections, and tenant interactions.</li> <li>Monitor workflow, ensuring timely completion of tasks and consistent service standards.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure the Housing Officer and cleaners maintain accurate documentation, records, and reporting in accordance with legislative, regulatory, and organisational requirements.</li> <li>Review and validate work completed by the Housing Officer and Cleaners to maintain quality, safety, and compliance across housing operations.</li> </ul>

		<ul style="list-style-type: none"> <li>Assist in identifying and implementing improvements to housing or cleaning processes, procedures, and tenant management.</li> </ul>
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4.0 General Position Requirements	
<b>Ethical Behaviour</b>	Demonstrates a positive commitment and compliance with all legislation covering all forms of workplace discrimination, harassment, victimisation and bullying, compliant with the Shire's Code of Conduct and all policies.
<b>Work Health and Safety</b>	Ensuring duty of care which is compliant with WHS legislation and the Shire of Irwin policies and procedures. Follow all safety processes appropriately, including reporting injuries, accidents and near misses.
<b>Risk management</b>	Duties are performed according to the Shire of Irwin procedures and principles for risk management which includes WHS, appropriate to the position's duties as prescribed in our organisational procedures and according to legislative and regulatory requirements.
<b>Human Resource and Leadership</b>	Participates in performance management processes; participates in leadership and development activities including induction, recruitment, and succession planning.
<b>Records Management</b>	Ensures all documents are recorded in accordance with the Shire's Recordkeeping Plan, policies and procedures. Ensures confidentiality is maintained at all times.
<b>Strategic Vision</b>	Articulates a clear picture of the future direction of the team and describes how current decisions will impact the ability to achieve this. Creates realistic schedules and assesses opportunities and problems to assist in achieving the Shire's strategic objectives as required.
<b>Values we are committed to</b>	<p>Creates and maintains a positive working environment while upholding the Shire's values of:</p> 



## 5.0 Behavioural Competencies

VALUE DESCRIPTION	EXEPECTED BEHAVIOURS
<b>Innovation</b>	<p><b>We are forward thinking and creative in our approach and strive to continuously improve the way we work.</b></p> <ul style="list-style-type: none"><li>▪ I look for better ways of doing things.</li><li>▪ I am open to feedback and change</li><li>▪ I encourage and embrace new ideas</li><li>▪ I foster creativity and think outside of the box</li><li>▪ I am solution focused.</li></ul>
<b>Accountability</b>	<p><b>We will honour our commitments and responsibilities to achieve positive results in a transparent environment.</b></p> <ul style="list-style-type: none"><li>▪ I lead by example</li><li>▪ I learn from my mistakes</li><li>▪ I am responsible for my actions</li><li>▪ I am committed to achieving my goals</li><li>▪ I acknowledge positive behaviour and successes</li></ul>
<b>Integrity</b>	<p><b>We always act in the public interest and are open, honest, fair and ethical in our interactions with others.</b></p> <ul style="list-style-type: none"><li>▪ I am fair and consistent</li><li>▪ I am honest, trustworthy and reliable</li><li>▪ I effectively and actively communicate</li><li>▪ I conduct myself in a professional manner</li><li>▪ I am loyal and committed to the organisation</li></ul>
<b>Respect</b>	<p><b>We support and appreciate each other in an inclusive culture to ensure a sense of pride and enjoyment</b></p> <ul style="list-style-type: none"><li>▪ I am considerate of the needs of others</li><li>▪ I genuinely listen when others communicate</li><li>▪ I respect the roles and opinions of others</li><li>▪ I treat others how I wish to be treated</li><li>▪ I support, help and encourage my colleagues</li></ul>

## 6.0 Skills, Experience and Qualifications

### ESSENTIAL REQUIREMENTS

#### Qualifications and experience

- Experience in the management of rental accommodation.
- Ability to interpret Residential lease agreements.

#### Knowledge and skills

##### Essential

- Demonstrated ability to deliver outstanding customer service, particularly in challenging circumstances.
- Excellent communication skills – interpersonal, written and verbal;
- High level of customer service and public relations skills;
- Ability to demonstrate active listening skills
- Attention to detail and a high degree of accuracy
- Organisational, time management and prioritising skills in order to meet deadlines.
- Developed Microsoft Office Suite skills in Word, Excel and Outlook and ability to learn computer applications.
- High level of personal integrity, confidentiality and initiative.
- Ability to maintain productive and efficient output in a busy work environment.
- Ability to work in a team environment and individually.
- Ability to embrace, accommodate and implement change.
- Current unrestricted Western Australia C Class Drivers Licence; and
- Working with Children Check.

##### Desirable

- Certificate of Secondary Education (Year 12) or equivalent.
- Previous experience working in Local Government.

## 7.0 Selection Criteria to address

- Experience in the management of rental accommodation with the ability to interpret Residential lease agreements.
- Demonstrated ability to deliver outstanding customer service, particularly in challenging circumstances.
- Attention to detail and a high degree of accuracy
- High level of personal integrity, confidentiality and initiative.
- Ability to work in a team environment and individually.

## 8.0 Position Description Acknowledgement

This Position Description is intended to describe the general nature and level of work performed by the employee assigned. It is not designed to be interpreted as a comprehensive list of duties and responsibilities of the position. The Shire of Irwin reserves the right to amend responsibilities as required to meet business and operational requirements.

I, *the undersigned*, have noted and agreed to the values, statement of duties, responsibilities and other requirements as detailed in this document. I understand this position description may be subject to change as required and any change of duties shall be discussed with the undersigned.

Date:
Name:
Signature:

# Your application

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The Shire of Irwin has a variety of employment types including full and part time, casual, temporary (fixed term) contract, maximum term contract, apprentice, and trainee. All Shire's job opportunities are posted on our website.

## Selection Process

The principles of merit and equity in our recruitment processes are applied to all applications. After the closing date, or earlier candidates will be selected for interview based on their ability to demonstrate to our selection panel of the required skills, experience and qualifications for the job advertised.

## Application

Your application is the opportunity to showcase your personal attributes, skills, knowledge, experience and above all – your suitability for the job you're applying for.

Be thorough in your research before making application and be sure to read through all the attachments so you have a clear understanding of the job requirements.

Your application will need to contain the following documents:

<b>Covering Letter</b>	This is an opportunity to introduce yourself and highlight your capabilities and your interest in this position.
<b>Resume</b>	Your current Resume is to include your name, address and contact details, your work history, education, training achievements and most recent referees.
<b>Essential Criteria</b>	Address each essential selection criteria set out in the Position Description providing relevant examples using the STAR method below. This is an important part of your application.  <b>Situation</b> Describe a work situation that you were faced with <b>Task</b> Describe the task that you had to complete <b>Action</b> Describe the action that you took to complete the task <b>Result</b> Describe the result of your action
<b>Closing Date</b>	Your application is to be received prior to the closing date in fairness to all applicants

## Interview

If you are selected for an interview, you will be notified by telephone, and a confirmation email will be sent after the call. Unsuccessful candidates who were interviewed will be notified by telephone.

## Good Luck in your Application.