Role Description

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| Role Title: | Revenue Officer | Contact Officer: | Steven Richards |
| Status: | Permanent flexible full-time | Contact Details: | (07) 3035 6438 |
| Work Unit: | Office of State Revenue | Job Ad Reference: | QLD/365532/21 |
| Location: | Brisbane | Closing Date: | Friday 12 March 2021 |
| Classification: | AO4 |  |  |
| Salary: | $74,615 – $81,816 p.a. |  |  |

Additional benefits will include employer superannuation contributions, annual leave loading and salary packaging benefits. Please refer to the Guideline for Applicants for more details.

Your opportunity

**Queensland Treasury**

Queensland Treasury (Treasury) is the pre-eminent economic, fiscal and commercial advisor to Government and leads the Queensland Government’s efforts to ensure the economy of Queensland delivers outcomes for the community. This involves leading the management of the State’s financial resources, monitoring agency performance, managing commercial risks and managing the performance of the Queensland economy. Treasury promotes economic growth in Queensland by improving the performance of government enterprises and government-regulated markets to make them more competitive. We manage the State’s funding relationship with the Commonwealth, including representing Queensland in various Commonwealth-State forums to achieve an equitable share of Commonwealth funding for the State.

**The Office of State Revenue**

The [Office of State Revenue](https://www.treasury.qld.gov.au/taxes-royalties-grants/index.php) (OSR) provides Queenslanders with expert, insightful and trusted stewardship of Queensland revenue that supports the delivery of vital government services. We are responsible for collecting state taxes (including duties, payroll tax and land tax) and mining and petroleum royalties, administering certain grants, and collecting and enforcing unpaid fines and court orders through the [State Penalties Enforcement Registry](https://www.treasury.qld.gov.au/budget-and-financial-management/revenue-and-taxation/) (SPER). Our workforce of around 520 people administers a revenue base of approximately $15 billion and grant schemes of approximately $100 million per annum by delivering simple, efficient and equitable revenue management services. We take a client centric approach to help our clients meet their obligations and receive their correct entitlements.

**Our values and expectations**

Our values are those of the Queensland Public Service: **customers first; ideas into action; unleash potential; be courageous; empower people**. At OSR, we believe that building a constructive culture is key to achieving our strategic and organisational objectives. We believe everyone is responsible for creating this culture and modelling constructive behaviours. We have identified what these behaviours look like, and use the **STEP** approach to understand how we can live them:

* **Humanistic–Encouraging: is about Support**

Inspire those with whom you interact to think, grow and take responsibility for themselves.

* **Affiliative: is about Trust**

Emphasise teamwork and value others who co-operate and work well with each other; demonstrate concern for others and their needs; and be tactful and considerate of others’ feelings.

* **Achievement: is about Excellence**

Encourage those with whom you interact to give their best effort on all the work they do and lead by example.

* **Self-Actualising: is about Potential**

See the possibilities and opportunities in most situations and take an open-minded flexible approach to your work.

Please read our [**behaviour expectations**](https://s3.treasury.qld.gov.au/files/OSR-Expectations.pdf) to learn more.

**Your role**

In this role, you will analyse, interpret and apply relevant legislation and policy on revenue and taxation matters, make assessments, approve grants, respond to technical enquiries and exercise functions to deliver service to our clients. Working in a constructive workplace culture, you will be encouraged to implement change which supports the organisation’s goals and business direction.

We value leadership and contribution across all levels of OSR. It is expected that you will proactively take responsibility for your own learning, applying your knowledge and insight to your own work and sharing your ideas with others. You will also lead and coach others to support their learning and performance. You will model positive, proactive and collaborative behaviour using open and respectful conversations to build relationships across and external to OSR. You will join with us in creating a constructive workplace environment that leads to a better experience for our clients and stakeholders and delivery of exceptional services to Queensland.

**Reporting/work relationships**

Working in a positive and productive team environment, your leader will work with you, providing guidance and support to help you meet and exceed performance standards and expectations. You will work directly with clients and/or stakeholders within and external to OSR. You may also lead a team and/or train and coach others.

**Your key responsibilities**

* Provide timely, helpful and supportive client service (both internal and external) while adhering to the [Client Charter](https://www.treasury.qld.gov.au/taxes-and-royalties/client-charter/) and other relevant client engagement standards.
* Analyse, interpret and apply relevant legislation, public rulings and policy, information and data, exercising sound judgement to make effective decisions, assessments and/or recommendations. Depending on the specific position you are in, this may include functions relating to:
  + making an assessment of a client’s liability
  + reviewing and approving grant applications
  + undertaking agreed projects or work as a member of a project team to deliver project goals.
* Manage client relationships and negotiate effectively to achieve outcomes.
* Respond to technical enquiries and escalations and take action to recover revenue where necessary.
* Efficiently and effectively navigate computer systems to maximise efficiencies and improve client services.
* Coach team members to build a skilled, resilient, flexible and constructive workplace environment.
* Ensure your work complies with established guidelines, procedures and record keeping standards and contribute to quality assurance programs.
* Actively contribute towards the achievement of agreed team performance standards by applying yourself diligently, taking responsibility for your own learning, respecting the abilities and talents of others and working collaboratively with colleagues and clients.
* Work collaboratively to identify and promote improvements which enhance client experiences and organisational outcomes.

**Your core capabilities**

We’ll assess your merit for this role by looking at what you’ve done previously, the knowledge, skills and experience you’ve built, your potential for development and your personal qualities. The competencies below are considered to be the **most critical** for success in this role. For this role you will be assessed under the Individual Contributor leadership stream. Full details of the leadership competency descriptors and behavioural indicators can be found at [Leadership Competencies for Queensland](https://www.forgov.qld.gov.au/leadership-competencies-queensland).

**Makes insightful decisions**: Makes considered, ethical and courageous decisions based on insight into the broader context

**Builds enduring relationships**: Builds and sustains relationships to enable the collaborative delivery of customer-focused outcomes

**Drives accountability and outcomes** - Demonstrates accountability for the execution and quality of results through professionalism, persistence and transparency

**Pursues continuous growth -** Pursues opportunities for growth through agile learning, and development of self-awareness

**Demonstrates sound governance:** Maintains a high standard of practice through governance and risk management

**Your professional and technical expertise**

There are no mandatory qualifications needed for this role, however, relevant qualifications and/or experience will be highly regarded (e.g. law, business, accounting or collections).

To be successful in this role you will need:

* a strong working knowledge of digital and data technology/systems;
* demonstrated capability to analyse, interpret and apply legislation and/or policy to achieve successful outcomes.

**How to apply**

Please submit the following for the panel to assess your suitability:

* Your **resume**, including a comprehensive employment history, the qualifications you hold, and contact details for at least two referees (one should be your current supervisor or manager) **and**
* A **supporting statement** of no more than two A4 pages. Please discuss recent examples of your work, which clearly illustrate how your skills, knowledge and level of experience apply to the key responsibilities and core capabilities of the role **and** how your behaviours align with our values and expectations.

***Note:***

* ***Your resume and supporting statement will be considered as examples of your written communication skills.***
* ***Hand delivered applications will not be accepted.***

Additional information

* All roles within Treasury are subject to employment screening. If you are being nominated for appointment to a role, you will be required to provide written consent to undertake the employment screening. If you choose not to consent you will no longer be considered for the role.
* The nominated applicant will be required to disclose any serious disciplinary action taken against them in the Queensland public sector.
* All newly appointed employees to the Queensland public sector must disclose any previous employment as a lobbyist within the last two years.
* A three month probation period may apply.
* To be appointed permanently, you must be: an Australian citizen, have permanent residency status or have a visa permitting you to work permanently in Australia. For temporary appointments, you must have a visa permitting you to work for the length of the temporary appointment.
* We are committed to building inclusive cultures in the Queensland public sector that respect and promote [human rights](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.forgov.qld.gov.au_humanrights&d=DwMFAg&c=-OiFLPcrca_fPaoe6wvKjPZFs_tob8svzlqs86I_CeM&r=Oxgvn-aSFqoldPVrpK-fQY6mApJ4Vji4W0jJ-sLznLc&m=7UwBCZ0XKi7woMr9Iur02ToeMy-DQbBEise37IXMY6I&s=BosnS5Z90LGAQ2F6RtZdmb124VgyUakSTyqXNt267kY&e=) and [diversity](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.forgov.qld.gov.au_inclusion-2Dand-2Ddiversity-2Dcommitment&d=DwMFAg&c=-OiFLPcrca_fPaoe6wvKjPZFs_tob8svzlqs86I_CeM&r=Oxgvn-aSFqoldPVrpK-fQY6mApJ4Vji4W0jJ-sLznLc&m=7UwBCZ0XKi7woMr9Iur02ToeMy-DQbBEise37IXMY6I&s=cgzOGSAeuBzBzSXyLnl0mDBwhHv1Mu4ckuc4Ov6yUNA&e=)
* We strongly encourage *everyone* to apply for our advertised positions; irrespective of gender, ethnicity, age, language, sexual orientation, and disability or family responsibilities. We recognise the value of diversebackgrounds, experiences and perspectives.
* We promote a respectful workplace culture and provide support to those whose lives are affected by domestic and family violence.
* Treasury acknowledges the challenge for its staff in balancing work, family and community life successfully. To help them achieve this, we encourage conversations between managers and staff about implementing flexible working arrangements such as part-time and working from home, for all positions. Wherever possible, management will endeavour to meet the needs of its staff, while still achieving mutually agreed work goals and objectives.
* Treasury is committed to the values of the Queensland Public Service: customers first; ideas into action; unleash potential; be courageous; and empower people.
* Refer to [Treasury’s Guideline for Applicants](https://s3.treasury.qld.gov.au/files/guidelines-for-applicants.pdf) for more detail in relation to the above as well as information on submitting an application, the selection process and employment conditions.
* Applications will remain current for 12 months after the closing date of this vacancy and may be used to fill identical or similar roles.
* Applying online through the Smart Jobs and Careers website [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au/) is the preferred means to submit an application. To do this, access the 'apply online' facility on the Smart Jobs and Careers website. You will need to create a 'My SmartJob' account before submitting your online application. By applying online you can track your application through the process, maintain your personal details through registration and withdraw your application if required.
* If you experience any technical difficulties when accessing [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au/) please contact 13 QGOV (13 74 68). All calls relating to the status of your application once the job has closed should be directed to the contact officer on the role description.
* If you do not have internet access and are unable to submit your application online please contact the **QSS Customer Support Team on Ph: 1300 146 370**, between 9am to 5pm Monday to Friday, to enquire about alternative arrangements.
* Late applications cannot be submitted via the Smart Jobs and Careers website, so please allow enough time before the closing date to submit your application. If approval has been granted by the Selection Panel for a late application to be considered, please contact the QSS Customer Support Team on the number above to arrange this.