



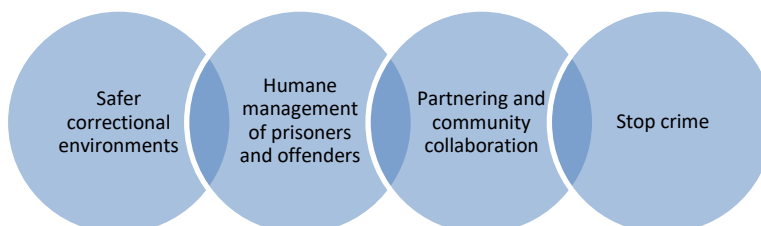
Administrative Officer

| Position details | | | |
|-------------------|----------------------------|------------------------|----------------------------|
| Command | Custodial Operations | Location | Maryborough |
| Classification | AO2 | Salary per hour | \$33.35 - \$39.72 per hour |
| Type of vacancies | | Salary per annum | |
| Reports to | Advisor, Business Services | No. direct reports | |
| Contact name | Jodie Te Amo | Contact position title | Advisor, Business Services |
| Telephone | 07 4123 7620 | Closing date | "Ongoing" |
| Job Ad Ref | QLD/391417/21 | | |

About Queensland Corrective Services

Who we are

At Queensland Corrective Services we strongly believe in the need to work with people that value the goals of our organisation and who will thrive in our workplace. Our strategic objectives are:



Our vision

To enhance the safety of Queenslanders through modern, sustainable and evidence-based corrective services to maximise rehabilitation and reduce recidivism.

Our purpose

To provide safe, modern, and responsive correctional services which rehabilitate prisoners and offenders and prevent crime making Queensland safer.

Our values

The following values underpin behaviours that will support, transform and enable better ways of working.

Professionalism: We are a responsive criminal justice agency providing the highest standards of service delivery through diligence, efficiency, collaboration, sharing of knowledge and supporting our co-workers, stakeholders, the community, prisoners and offenders.

Integrity: We inspire trust by acting ethically at all times, acting with honesty and truthfulness and treating prisoners and offenders with dignity and respect.

Accountability: We are publicly accountable for the provision of community safety through our actions and preparedness to justify our decisions.

Innovation: We seek to continually improve through innovation, evidence-based best practice and research to improve correctional services.

Our people

Capable and professional people delivering responsive services; our greatest strength is the diversity, talent and dedication of our people and our commitment to supporting them.

About the Command

Correctional centres are responsible for the delivery of custodial services across Queensland. People in custody are supervised in either high or low security correctional centres. High security centres provide for the management of adult prisoners held in secure custody correctional centres across Queensland

About the Role

The Administrative Officer will deliver efficient and effective administrative and clerical support for the centre and supports the centre's day to day operations. This position is required to work as part of an overall administration support team for the centre.

In this role you will:

- Provide administrative functions and confidential administrative support for the centre including, word processing, data entry, spreadsheets, photocopying, filing activities and taking minutes at various meetings
- Provide support to other staff on administrative issues and assist with the preparation of memorandums, reports and correspondence
- Provide support and assistance in the use and maintenance of office communication and technology including photocopiers, printers and computers
- Answer general enquiries at reception and direct visitors as required, screen telephone calls and redirect enquiries to appropriate areas of the office and Agency
- Manage mail and mail register
- Undertake procurement activities to ensure centre resources are adequate including stationery and miscellaneous office supplies
- Process human resources paperwork including the processing and record keeping of timesheets, leave forms and payroll documentation
- Perform opening and closing procedure
- Conduct banking as required
- Maintain filing and recording system ensuring the confidentiality of all documentation handled
- Ensure the security of files and appropriate access to the files by relevant staff and approved external agencies
- Ensure records and data for the Integrated Offender Management system (IOMs) are accurate and current
- Undertake archiving of files and records in accordance with legislative requirements

Role Fit

Within the context of the role responsibilities described above under "About the role", the ideal applicant will be someone who can competitively demonstrate their knowledge, skills and experiences and their suitability against the [Leadership competencies for Queensland](#) (**Individual contributor**): Vision, Results and Accountability in the context of the essential requirements for this role:

The essential requirements for this role are:

- Information technology skills at a competent level with the willingness to learn new IT skills and use internal information management databases as well as Microsoft Office software
- Planning and organising abilities to ensure tasks are completed within the required deadlines and in accordance with all relevant policies and procedures
- Problem solving skills with the ability to apply a range of problem solving strategies and show initiative in identifying and solving problems both independently and as a team member
- Communication skills as demonstrated through the ability to listen, understand and speak clearly to a wide range of audiences. Written skills with the ability to summarise information and data
- Ability to use judgement and discretion with confidential information
- Sound interpersonal skills to assist with the completion of tasks that involve input and cooperation from a number of stakeholders
- Interpersonal, oral and written communication skills for gathering and providing information both over the phone and in person, to a range of stakeholders that interact with the centre
- Ability to acquire knowledge of relevant acts and regulations



- Basic administrative skills, including proficiency in using a range of software applications, including Microsoft Word, Excel and PowerPoint and databases and other office technology

Qualifications, professional registration, conditions and other requirements

- Nil

How to apply

To be considered for this role, please provide the following information to the selection panel for assessment of your suitability:

- A **cover letter** (1-2 pages maximum) outlining how your knowledge, skills and experiences make you a competitive candidate against the [Leadership competencies for Queensland \(Individual contributor\)](#): Vision, Results and Accountability within the context of the essential requirements 'role fit' and responsibilities described under 'about the role'.
- Your **current curriculum vitae/resume**, including two referees who can attest to your performance and conduct in the workplace. Referees should have a thorough knowledge of your capabilities, work performance and conduct within the previous two years, and it is preferable to include your current/immediate/past supervisor. By providing the names and contact details of your referee/s you consent for these people to be contacted by the selection panel. If you do not wish for a referee to be contacted, please indicate this on your resume and contact the selection panel chair to discuss.

People from diverse backgrounds including non-English speaking backgrounds, people with a disability, women, Aboriginal people and Torres Strait Islander people are encouraged to apply.

Applying online through the Smart Jobs and Careers website 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 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 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.

Hand delivered applications will not be accepted.

Respect in the workplace

Queensland Corrective Services values and respects the diversity of its workforce and believes that all its employees should be treated fairly and with dignity and respect. All employees of Queensland Corrective Services must show respect for each other, visitors, the general public and contractors by treating them fairly and objectively, ensuring freedom from discrimination, sexual harassment, racial or religious vilification, victimisation and bullying. Queensland Corrective Services is an employer of choice and an equal opportunity employer.

Human Rights Act 2019

Queensland Corrective Services is committed to respecting, protecting and promoting human rights. Under the *Human Rights Act 2019*, Queensland Corrective Services has an obligation to act and make decisions in a way that is compatible with human rights and, when making a decision, to give proper consideration to human rights. When making a decision about recruitment and selection, decision-makers must comply with that obligation.

Further information about the Human Rights Act 2019 is available at:

<https://www.qhrc.qld.gov.au/your-rights/human-rights-law>
<https://www.forgov.qld.gov.au/humanrights>

Criminal history checks

Criminal history checks will be undertaken by Queensland Corrective Services on preferred applicant(s). Applicants seeking appointment in Queensland Corrective Services are required to disclose any criminal histories and/or charges (including convictions which are not recorded), usually at time of interview, as per the provisions of the *Criminal Law (Rehabilitation of Offenders) Act 1986*, section 9A(1). A criminal conviction or charge will not automatically exclude an applicant from consideration for appointment with the



Department. Queensland Corrective Services will obtain information from the Queensland Police Service on whether an applicant is under investigation for a serious offence and, if necessary, information can be obtained concerning the person.

Pre-employment checks

Pre-employment checking may be conducted on preferred applicants before placement. They are used to verify that the information provided by the applicant in the selection processes is true and accurate. Queensland Corrective Services pre-employment check includes an Integrity check of past performance or previous discipline history to ascertain suitability of employment.

Employee obligations

Occupational Health and Safety

Queensland Corrective Services aims to maintain a safe, health and secure environment for all employees, visitors and contractors. Achieving this aim is the responsibility of all.

Disclosure of any pre-existing injury or medical condition

Applicants may be required to disclose any pre-existing injury or medical condition of which they suspect would be aggravated by performing the role. Details are available in sections 571(b) of the *Workers' Compensation and Rehabilitation Act 2003* (<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2003-027#ch.14-pt.1-div.1>). Please refer to the Applicant Information pack for the further information.

Additional Information

Pre-employment screening, including criminal history and discipline history checks, may be undertaken on persons recommended for employment.

There may be instances where the incumbent will be required to work hours outside the normal work hours.

A minimum probation period of 3 months may apply.

The role description provides the minimum requirements for the role. The incumbent may be required to undertake other duties as required.

A non-smoking policy is effective in Queensland Government buildings, offices and motor vehicle.

Where a subsequent or recurring vacancy arises, either from the same centre/location or different centre/location from the advertised position, the vacancy may be filled from the order of merit used to fill the original position. Applications will remain current for up to 12 months after the closing date.

