Role description for Driving Examiner

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| **Branch** | Customer Services Branch | **Division** | Customer Services, Safety & Regulation | **Unit** | Northern Region |
| **Location** | Cairns | **Closing date** | Friday, 04 October 2024 | **Vacancy ref** | QLD/517368/23 |
| **Classification** | AO3 | **Salary/Wage** | $68,119 – $75,580 p.a. | **Contact** | Eric Hill |
| **Basis of employment** | Temporary Full-TimeTemporary Part-TimeCasual | **Total remuneration** | $77,717 – $86,230 p.a. | **Telephone** | 07 4758 7568 |
| **Special Conditions:*** Applicants are to nominate preference for the following positions for this recruitment
	+ Temporary Full-Time
	+ Temporary Part-Time
	+ Casual
* Applications may remain current for up to 12 months from the date of advertisement.
* A criminal history check will be conducted on the recommended person for this role.
* A background search of traffic history (offences and crashes) and personal record will be made to ensure that an applicant's appointment is desirable in the public interest.
* Applicants are required to have held an open C Class Driver Licence for a minimum of twelve months.
	+ Positions in some remote locations where Q-Ride providers are not available, are also required to hold a “R” class licence class for the purpose of conducting practical motorcycle licence assessments.
	+ Positions in some remote locations are also required to hold higher level licences.
* Applicants will be required to undertake a C (Car) Class practical driving assessment as part of the selection process for this role.
* The successful applicant may have to work at any centre within their region.
* Applications will remain current for 12 months and may be used to fill other vacancies in the centre including casual, part-time and full-time positions.
* For permanent roles, a six month probationary period applies to successful applicants external to the public sector
* Any Priority Transferees who apply will be assessed on the basis of suitability.
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| **We are seeking a high performing and innovative Driving Examiner to contribute to our vision:*****Creating a single integrated transport network accessible to everyone*.** |

### Working at Transport and Main Roads

Transport and Main Roads' (TMR) vision is to create a single integrated transport system accessible to everyone.

TMR, as part of the wider Queensland government, contributes to communities across the state by improving economic wellbeing, quality of life, safety and accessibility. We employ over 9000 dedicated employees who share a common value: to make a difference for the people of Queensland every day.

Our organisation is adapting to rapid change by developing a delivery focussed, digitally capable workplace with a culture of inclusion and employee wellbeing. State-wide our teams are valued by our leaders and each other.

TMR acknowledges the Traditional Owners and Custodians of Queensland's land and waterways. We also acknowledge their ancestors and Elders both past and present. TMR is committed to reconciliation among all Australians.

Follow TMR on LinkedIn, Facebook and Twitter or visit [www.tmr.qld.gov.au/About-us](http://www.tmr.qld.gov.au/About-us).

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| Customers first | Ideas into action | Unleash potential | Be courageous | Empower people |

### Your opportunity

In the role of **Driving Examiner** you will conduct practical driving assessments for Queensland driver's licences using well developed interpersonal skills with total commitment to quality customer service delivery. You will be able to recognise and apply creative solutions to problems as they arise, be sensitive to organisational issues and be able to work as a member of a team and communicate clearly with a wide range of clients in writing and in person.

Accountabilities include:

* Conduct driving assessments to determine the competency of applicants for all classes of driver's licence held by the incumbent.
* Consult, liaise and provide advice to stakeholders on matters relating to driver licence assessment and road safety, including providing written reports to the Senior Advisor (Driver Assessment) as requested.
* Contribute to ensuring the integrity and accuracy of information through recording and maintaining accurate customer and service information on relevant computer systems.
* Demonstrated knowledge of, or the ability to rapidly acquire knowledge of the Act, Regulations, Policies and practices relating to the driver licence assessment function.
* Maintain up to date knowledge of industry standards and product safety as they relate to the driver licence assessment function
* Ability to work independently and unsupervised on a regular basis.
* Contribute to the operation of the Customer Service Centre, working collaboratively as an effective team member to achieve key team and individual performance targets, supporting and participating in team activities and assisting to meet team objectives. If required, you may be requested to provide training and mentoring to less experienced Driving Examiners in systems, services and products.
* Exercise judgement when necessary to solve immediate problems in situations where precedent has been set and procedures/processes clearly outlined, in consultation with the appropriate Supervisor or Manager.

This position reports to the **Senior Advisor** and has zero direct reports.

### Is this role for you?

The information in this section outlines the basis of assessment of your suitability for the organisation and the role.

#### Mandatory requirements:

* Applicants are required to have held an open C Class Driver Licence for a minimum of twelve months.
	+ Positions in some remote locations where Q-Ride providers are not available, are also required to hold a “R” class licence class for the purpose of conducting practical motorcycle licence assessments.
	+ Positions in some remote locations are also required to hold higher level licences.

#### Desirable requirements:

* Any additional higher level licences are well regarded.
* Experience in conducting driver assessments across all licence classes.

#### Role/occupational competencies:

This role maps to **Individual contributor**

* **Vision**
	+ **Leads change in complex environments:** Demonstrates flexibility to changing expectations by proactively adapting own approach to reflect new requirements. Responds constructively to periods of uncertainty by role modelling positivity and work focus. Actively participates in change engagement activities and openly supports the intended outcomes.
	+ **Makes insightful decisions:** You gain insight into issues by analysing the available information in a critical manner. You accept your decision making responsibility and demonstrate judgement about when to escalate an issue. You clearly describe the rationale behind decisions and work with others to recognise potential bias.
* **Results**
	+ **Builds enduring relationships:** You communicate in a clear, succinct and deliberate manner, adjusting the message so that it resonates with different stakeholders. You listen attentively and proactively seek to understand others needs by asking questions and clarifying. You build rapport and establish strong and mutually beneficial connections.
	+ **Drives accountability and outcomes:** You contribute to the development of team objectives and recognise your own role in achieving results. You welcome challenges in the delivery of work and demonstrate persistence in working through obstacles. You implement reporting mechanisms with honest recognition of progress against goals.
* **Accountability**
	+ **Fosters healthy and inclusive workplaces:** You demonstrate personal responsibility for the health, safety and wellbeing of self and others. You demonstrate respect for others, taking the time to connect, check in and show an interest in their wellbeing. You enhance safety and inclusion in the team by sharing ideas and participating in initiatives. You consider the physical environment and carefully undertake tasks with the safety and wellbeing of others in mind. You demonstrate openness to diversity and support practices that enable all individuals to participate to their fullest ability.
	+ **Demonstrates sound governance:** Demonstrates respect and appreciation for legislation and policy frameworks by consistently operating to key standards. Upholds integrity through responsible management and use of processes and resources. Analyses information to proactively identify risks to the team’s planned activities. Evaluates possible solutions and takes appropriate steps to mitigate risks.

To find out more about the competencies required for this role visit, <https://www.forgov.qld.gov.au/leadership-competencies-queensland> for the complete Leadership competencies for Queensland booklet.

### Your application

Please provide the following information to the panel to assess your suitability:

* A current comprehensive resume including the names and contact details of two (2) referees, who have a thorough knowledge of your work performance and conduct over the past two years.
* A brief claim on the role (two pages) telling us why you are interested in this role. This is your opportunity to tell us about your achievements and capability, and what you hope to get out of the role. Do not simply restate your resume and you are not required to respond to each of the attribute areas listed above.

**Please note – Applications must meet both of the above requirements to be assessed for suitability.**

#### Submit your application:

* Applying online through the SmartJobs 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.
* All role descriptions and selection processes are required to be aligned with Leadership Competencies for Queensland (LCQ). For more information about the LCQ, visit <https://www.forgov.qld.gov.au/leadership-competencies-queensland>.
* 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 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.
* Hand delivered applications will not be accepted.

### Additional information

* TMR is an inclusive organisation which embraces diversity of thought, culture, life experiences and people to ensure we reflect the communities we serve. We are committed to building an environment in which all our employees can feel valued, included and empowered to bring their different perspectives, beliefs, ideas and cultures in creating a workplace of innovation and opportunity.
* All candidates are encouraged to advise the panel of any additional support or reasonable adjustments (i.e. building access, wheelchair access, interpreting services etc.) required during the recruitment process in order to ensure they can demonstrate their ability to meet the inherent requirements of the role.
* Employees may be required to work in any other location as determined by business needs.
* The recommended candidate/s and those engaged from an established order of merit list may be required to disclose any previous serious disciplinary action taken against them for consideration by the delegate, prior to employment.
* You may be requested to undergo other types of employment screening as part of our selection process.
* For more information about the role, its priorities and the organisational context please refer to the contact listed at the top of the role description.
* Candidates considered for employment as a public service employee are required to provide evidence of their right to work in Australia. This includes Australian citizenship, or evidence the candidate resides in Australia and has permission, under a Commonwealth law, to work in Australia.
* A successful candidate who is reemployed during the period covered by their severance benefit in relation to early retirement, redundancy, retrenchment or voluntary medical retirement may be required to repay part of their severance.
* Successful candidates may be required to complete a period of probation in accordance with the *Public Service Act 2008.*
* Candidates will be required to give a statement of their employment as a lobbyist within one month of taking up the appointment. Details are available at <https://www.forgov.qld.gov.au/documents/policy/lobbyist-disclosure>.
* A non-smoking policy is effective in Queensland Government buildings, offices and motor vehicles.

