Crime and Corruption Commission
QUEENSLAND

Role Description

Role title:	Intake Officer (Talent Pool)	Closing date:	30 June 2024
Job Ad Reference:	QLD/538927	Basis of employment:	Possible Temporary, Permanent
Division:	Corruption	Classification:	AO4
Unit:	Intake and Assessment	Salary:	$83,567 to $91,633
Location:	Fortitude Valley Brisbane City	Contact details:	Lyndon Kappu Lyndon.Kappu@ccc.qld.gov.au

Important Information

Certain classifications have mandatory qualifications, please refer to "About you" for further information if applicable.

Applicants may be required to provide detailed information about their personal and financial circumstances as part of our comprehensive background checking process. More information can be found on our Careers page.

About the CCC

The Crime and Corruption Commission (CCC) is an independent statutory body set up to combat and reduce the incidence of major crime and corruption in the public sector in Queensland. We investigate crime and corruption, and have oversight of the public sector including police. The CCC also has responsibility for restraining and recovering suspected proceeds of crime and administers Queensland's witness protection program. Read more about our functions and history here.

Working for the CCC

Working for the CCC is more than just a job – it's about serving the people of Queensland and making a difference by combating major crime and reducing corruption. By working with us you can contribute your passion, unique skills, and talent to keep our community safe and deliver our vision – *Safe communities supported by fair and ethical public institutions*.

There are lots of reasons why you should work with the CCC. In addition to a great salary and up to 12.75% employer superannuation, the CCC offers a range of non-financial benefits. These include supported professional development, opportunities for career growth, job security, flexible working arrangements, including working from home, a great location, interesting and meaningful work and great leadership. Read more about our diverse professional roles, including lawyers, specialist investigators and intelligence analysts working at the CCC here.

At the CCC our values – **People**; **Accountability**; **Integrity**; **Courage** and **Excellence** underpin everything we do. We live these values in our everyday work and recognise our people for demonstrating these values.

People   Accountability   Integrity   Courage   Excellence

The CCC acknowledges the Traditional Owners of the lands where we live and work and pay our respects to their Elders – past, present and emerging. We recognise and celebrate the vibrant and unique cultures of all Aboriginal and Torres Strait Islander peoples. At the CCC we demonstrate our commitment to reconciliation through our Reconciliation Action Plan (RAP). Read more about our RAP here.

Leadership competencies for the role

The CCC has adopted the Queensland Public Service Leadership competencies for Queensland for all our positions This role is mapped to the **Individual contributor** profile which outlines the competency expectations and behaviours through the lens of vision, results, and accountability. The Leadership competencies for Queensland are available here.

Your contribution

The Intake Officer is responsible for:

- Ensuring complaints about suspected corruption are dealt with effectively, through the management of all incoming complaint channels, including the receipt and recording of information provided by telephone and the processing of written complaints.

- Timely and accurate recording of complaints and other information in the appropriate database, ready for referral to the Executive Director for triage.

- Management and assessment, for appropriate categorisation, of notifications of corrupt conduct received via Schedule under section 40 of the *Crime and Corruption Act 2001*

- Drafting correspondence providing outcome advice where complaints are assessed as not falling within the jurisdiction of the CCC.

- Assist in developing and maintaining standard (electronic) correspondence and other documents.

- Monitoring incoming correspondence on existing matters and referring to the appropriate officer for further action.

- Providing assistance to Assessment Officers as required.

- Updating the case management database and the records management system to accurately reflect information received and actions.

- Performing other duties as required from time to time.

About you

Appointments in the CCC are merit-based and will be assessed by looking at what you have done previously—the knowledge, skills and experience you have built, your potential for development, and your personal qualities which align with the leadership competencies and the CCC's values.

Possession of tertiary qualifications is highly desirable. Qualifications acquired from an overseas educational institution will only be accepted where the qualification has been recognised to an equivalent level in accordance with the Australian Qualifications Framework.

For this role, we will consider your:

- Ability to manage a high volume of work, meet deadlines and maintain confidentiality.

- Ability to analyse information, received via telephone or in writing, provided by members of the public, public officers and other external stakeholders.

- Good interpersonal, verbal and written communication skills including the ability to establish good working relationships in a team environment, to liaise effectively both within the Commission and with officers of public sector agencies, and to obtain information from complainants by telephone.

- Ability to rapidly acquire a working knowledge of a variety of computer software packages including Microsoft Office suite, Sharepoint, records management systems and database programs.

- Demonstrates professionalism, personal drive, self-awareness and a commitment to personal development, adherence to organisational values and the code of conduct and displays resilience by focusing on achieving objectives in sometimes difficult circumstances.

How to Apply

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

- A supporting statement of **no more than two pages** which outlines your suitability for this position, referencing the "About you" section of this role description
- A detailed resume, including your work experience and at least two referees (one ideally being your supervisor from the past two years) who has a thorough knowledge of your work performance and conduct
- View more information on applying for jobs with the CCC
- **Please apply via smartjobs.qld.gov.au**

Additional information

- Certified copies of all qualifications and professional memberships must be produced at time of interview.
- This role description does not necessarily detail the full range of duties required of the position.
- The CCC seeks to employ people from a broad range of backgrounds recognising the benefits that arise from engaging a diverse and culturally aware workforce.
- The CCC has a zero tolerance for fraud and corruption activities, whether initiated within the agency or externally, and promotes a culture that will not tolerate any act of fraud, corruption or dishonest behaviour.
- The employment of an appointee who is not currently a permanent officer of the CCC to a permanent or contract position will usually be subject to a probationary period of not less than six (6) months, after which time confirmation of appointment will be dependent upon satisfactory performance review.
- An applicant recommended for appointment who is a current or previous public sector employee is required to disclose previous serious disciplinary action taken against them.
- Applicants considered for appointment are required to provide evidence of their right to work in Australia. This includes Australian citizenship, or evidence the applicant resides in Australia and has permission, under a Commonwealth law, to work in Australia.
- Applications for this role may be used to appoint to similar vacancies for up to 12 months after the closing date of the initial vacancy.

Organisational chart

The Commission

Commissioner — Commissioner — **Chairperson** — Deputy Chairperson — Commissioner

Office of the Commission — **Chief Executive Officer**

Operations Support — Crime — Corruption — Corporate Services Information Services Legal, Risk and Compliance — Strategy and Renewal