Queensland Police Service | AO3 Applicant Kit

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| Vacancy Reference | QLD/539767/24 |
| Location | Townsville |
| Job Type | Various Fixed Term Temporary  **\*\*CONTINUOUS APPLICANT POOL CURRENT FOR 12 MONTHS\*\*** |
| Classification | AO3 |
| Salary | $68,413 to $75,914 p.a. |
| Length | Various terms with possibility of extension |

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# About this opportunity

The Queensland Police Service (QPS) are accepting applications to our ongoing AO3 applicant pool. These roles are considered base grade in the organisation and applicants will be contacted about possible opportunities.

# Special Conditions

Applications will remain current for 12 months.

Applicants are advised that **some** roles are exposed to material (written, visual and audio) of a graphic, confidential and sensitive nature.

# Key Accountabilities

Below are some of the general Key Accountabilities for an AO3 in the QPS. If you are considered for a role in the QPS you will be provided with a more specific position description at that point.

* Attend to telephone enquiries and assist with front counter duties including liaising with and assisting members of the public providing information on Service initiatives and activities.
* Provide high-level administrative support and assistance to the work unit.
* Utilise database and information systems to update, validate and analyse computer generated reports.
* Develop and maintain effective and confidential communication with individuals, government departments, and other police jurisdictions in relation to requests for information and/or accuracy of data.
* Input and retrieve data from a variety of computer systems.
* Undertake the recording, indexing and archiving of correspondence using spreadsheets and databases.
* Liaise and foster relationships with relevant internal and external stakeholders and clients.
* General administration duties including, correspondence, data management, financial reporting, diary, and email management, organise and co-ordinate meetings and room bookings.
* Provide administrative support in relation to accounts payable, ordering goods and services, banking, corporate card administration and travel management.
* HR/payroll support, processing, co-ordination and recordkeeping of correspondence and data management for the work unit.
* Contribute to the ongoing development and modification of office procedures and systems.
* Maintain and manage stores and equipment.
* Contribute to an effective team environment
* Maintain high standard of discretion and confidentiality.

# Applicant Information

## How to Apply?

Please read this document, in particular the Key Accountabilities and Applicant Information. If you believe working with the QPS may be for you, please apply online through the link in Smartjobs with:

* Your Resume or CV; and
* Cover Letter outlining your skills, interests and how you believe you will be able to perform the Key Accountabilities of an AO3 in the QPS. Please provide examples of your work experience and how these will assist in your role in the QPS.
* 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 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.

## About the QPS

The vision of the QPS is to help make Queensland a safe and secure place to live, visit and do business with a mission to deliver high quality, innovative, progressive and responsive policing services.

To find out more visit <https://www.police.qld.gov.au/> where you can also view our [Organisational structure](https://www.police.qld.gov.au/organisational-structure) and our [Strategic Plan](https://www.police.qld.gov.au/qps-corporate-documents/reports-and-publications).

## Diversity, inclusion and human rights

The Queensland Police Service has made a commitment to respect, protect and promote human rights in our decision-making and actions. We are committed to building inclusive cultures that respect and promote [human rights](https://www.forgov.qld.gov.au/service-delivery-and-community-support/design-and-deliver-public-services/comply-with-the-human-rights-act) and [diversity](https://www.forgov.qld.gov.au/employment-policy-career-and-wellbeing/culture-and-inclusion/workplace-inclusion-and-diversity), including making any reasonable adjustments to support you through and after the selection process. Please advise the contact person listed on the position description if you require a reasonable adjustment.

The QPS will build its workforce to represent the diverse community we serve. We will do this by embracing inclusion and diversity within all of our workplaces to build cultures and values that reflect the way we do business.

Inclusion refers to the way our culture and behaviours make a person feel valued, included and welcome; where they are treated fairly, respectfully and with equal access to opportunities.

Diversity includes age, ethnicity, gender, disability, cultural background, sexual orientation, education, socioeconomic, faith, marital status, family responsibilities, thinking and work styles.

Inclusive and diverse workplaces benefit from:

* Increased productivity and performance
* better decision making through balance of thinking
* better client service
* an engaged and resilient workforce.

By creating fully inclusive and diverse workplaces we will become an agile and innovative organisation that is an employer of choice.

## Code of Conduct

This [Code](https://www.forgov.qld.gov.au/code-conduct-queensland-public-service) applies to employees of Queensland public service agencies.

The Code applies at all times when we are performing official duties including when we are representing the Queensland Government at conferences, training events, on business trips and attending work related social events.

## Additional Information

* A **non-smoking policy** is effective in Queensland Government buildings, offices and motor vehicles.
* The Queensland Police Service Study and Research Assistance Scheme offers some financial assistance (excluding HECS-HELP) and leave assistance to employees undertaking approved courses of tertiary study or research projects.

## Withdrawing an Application

Applicants have the option to withdraw their online application from the ‘[My Applications’](https://smartjobs.qld.gov.au/jobtools/apCustomAppMgr.WelcomeScreen?in_jnCounter=222133087&in_organid=14904&in_site=Smart%20Jobs&in_sessionid=&in_template_orgid=14904) page of ‘[My SmartJob](https://smartjobs.qld.gov.au/jobtools/JnCustomLogin.Login?in_organid=14904)’ at any time. Applicants wishing to resubmit an application will need to withdraw and delete their application in their Smart Jobs account *prior* to the closing date.

Queensland Shared Services will advise the selection panel of any applications withdrawn.

## Feedback

If you are an unsuccessful applicant, you may request formal feedback.

## Citizenship

Section 127 of the *Public Service Act 2008* provides: a person is eligible to be a *permanent* public service officer only if the person is

* an Australian citizen; or
* resides in Australia and has permission, under a Commonwealth law, to work in Australia.

If you are not an Australian citizen, you will need to provide proof that you can legally work in Australia.

## Probation

If you are not already a public service officer and you are appointed as a public service officer on tenure, you will be subject to a probationary period of not less than three months, unless otherwise determined.

If any concerns about your suitability arise during your probationary period, your probation may be extended, or in serious cases, your employment ceased.

## Disclosure

During the selection process you will need to make disclosures about the following matters where they are applicable to you:

### Disciplinary action

Before accepting an offer of employment, you must disclose to the panel chair any serious disciplinary action taken against you during your public sector employment. If you fail to do so, or if you give false or misleading information (noting provision of false information being an offence), we are under no obligation to consider you further. After giving you an opportunity to respond to any adverse issues identified, we may withdraw an offer of employment already made to you.

##### Declarable Associations

All police personnel who are employed by the QPS, including staff members along with those who are engaged by the QPS in a work-related capacity, including contractors in temporary employment of the QPS, people seconded from other departments or jurisdictions, volunteers in policing and research students on contract is personally responsible for proactively assessing, identifying and advising of all associations that are, or may reasonably be perceived to be, a declarable association.

Declarable association includes any association that:

1. is incompatible with (or could be perceived to be) or may compromise a person’s role, duties or engagement with the QPS; or
2. may give rise to a perception in the mind of a reasonable member of the public that a person’s obligations to the QPS are not being upheld; or
3. reflects adversely on the QPS or a person who works for or is engaged by the QPS; or
4. could lead to an actual, potential or perceived conflict of interest (including financial conflict); or
5. could compromise the operational effectiveness of the QPS; or
6. presents any other determined risk.

Queenslanders have expectations of high standards of integrity, ethics and professionalism from their police service. Personnel are expected to uphold and protect the reputational integrity of the QPS by advising of, and risk managing any declarable association.

### Re-employment following early retirement, redundancy, retrenchment and voluntary medical retirement

If you have previously accepted an early retirement package, been made redundant, have received a retrenchment benefit or received a voluntary medical retirement from the Queensland Public Service there are circumstances where you may be required to [repay](https://www.forgov.qld.gov.au/directives-policies-and-guidelines?keys=retirement+redundancy) part or all of the benefit that you received. You should disclose this information in your application and again with the panel chair prior to accepting any offer of employment with us.

### Previous employment as a Lobbyist

A successful applicant who has been employed as a lobbyist in the previous two years is to provide a statement outlining lobbying activities within one month of taking up duty.

## QPS Security Checking Guidelines

Applicants are advised that the QPS will initiate a **criminal history and/or integrity check** on the preferred applicant(s). This will also require the disclosure of serious disciplinary action taken.

The QPS is committed to being an employer of choice through the selection of people who display the attributes of integrity, fairness, equity, professionalism and accountability. The QPS requires that persons applying to be appointed as a non-police member meet very high standards with regard to their past behaviour and conduct.

Non-police members may have access to information of a sensitive nature. The QPS must have the confidence of the wider community to properly pursue its statutory functions, and systematic integrity screening of non-police member applicants, is an important mechanism for the maintenance and advancement of the organisational integrity of the QPS.

The Police Service Administration Act 1990 (the Act) provides that “……the Commissioner –

*may gather all the relevant information the Commissioner needs about a person engaged or seeking to be engaged by the service;*

and

*may use the information to assess the person’s suitability to be, or continue to be, engaged by the service.”*

The information obtained through the checking process will only be used for assessing the suitability of applicants for employment within the Queensland Police Service in accordance with section 5AA.2 (1) of the *Police Service Administration* *Act 1990.*

However, in accordance with section 5AA.2 (2) of the *Police Service Administration* *Act 1990*, it is not Parliament’s intention to prevent the Commissioner using information obtained under this part that discloses the commission of an offence, or is, or leads to, the discovery of evidence of the commission of an offence, for an investigation into the offence or any proceeding started or facilitated because of the investigation.

These processes are in place to ensure the maintenance of the highest possible levels of integrity within the Queensland Police Service.

### Duty to Disclose

If you wish to be engaged or are seeking to be engaged by the QPS you must disclose relevant information in the approved form to the Commissioner of the Queensland Police Service when requested. This requirement is outlined in sections 5AA.5 and 5AA.8 of the *Police Service Administration Act 1990*.

### Natural Justice

In the interests of natural justice, should information become available through security checks that may preclude an application from progressing further, the person will be provided with written advice detailing the substance of the concerns and be afforded the opportunity to respond to the information within 14 days of receipt of the initial written advice from the QPS.

However, there are circumstances where an opportunity to respond will not be afforded and these circumstances are detailed in section 5AA.12 (2) of the *Police Service Administration Act 1990*.

Where a written submission for review is received, consideration is given to the applicant’s submissions and the applicant is provided with written advice of the outcome.

## Apprehension of Bias

Where an applicant holds a genuine and reasonable apprehension that a member of the panel will be unfairly biased or prejudiced against them, they should immediately raise the concern with the relevant Delegated Officer through the Contact Officer or Panel Chair.

## Access to your personal information

Submitted information is subject to the *Right to Information Act 2009* and the *Information Privacy Act 2009.* More information about how the QPS handles and manages personal information can be accessed on the [QPS website](https://www.police.qld.gov.au/rights-information/privacy-qps).