



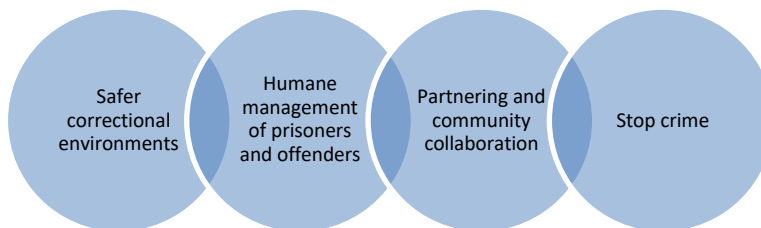
Administrative Officer

Position details			
Command	Custodial Operations	Location	Mareeba
Classification	AO2	Salary per fortnight	\$2,148.20 - \$2,558.00
Type of vacancies	Fixed term temporary (12 months with possibility of extension)	Salary per annum	\$56,045 - \$66,736
Reports to	Business Services Manager	No. direct reports	Nil
Contact name	Michelle Mills	Contact position title	A/Business Services Manager
Telephone	4092 9221	Closing date	Friday, 14 th March 2025
Job Ad Ref	QLD/552181/24		

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.

Our organisational structure

Queensland Corrective Services is comprised of four divisions and the Office of the Commissioner:

- Custodial Operations
- Community Corrections and Specialist Operations
- Organisational Capability
- Workforce Culture, Integrity and Capability

Our Queensland Corrective Services organisational structure can be viewed [here](#).

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.

Additional Information

- Applicants are encouraged to read the *Queensland Corrective Services Applicant Information Guide* contained within the role advertisement. This Guide includes information on employee benefits, employment screening, applying for the role, the selection process and other additional information.



- The role description provides the minimum requirements for the role. The incumbent may be required to undertake other duties as required. There may be instances where the incumbent will be required to work hours outside the normal work hours.
- 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 suitability used to fill the original position. Applications will remain current for up to 12 months after the closing date.

