









Senior Customer Service Manager (AO6), Townsville HSC

Department of Housing, Local Government, Planning and Public Works

 Role type Permanent, Full-time	 Job ad reference QLD/572000/24
 Annual salary \$111,583 - \$119,149 <small>(Based on a full-time, annual arrangement which does not include employer superannuation contributions of up to 12.75% and annual leave loading)</small>	 Closing date Friday 28 th June 2024
 Division Housing and Homelessness Services	 Working relationships Reports to: Area Manager Direct reports: 8
 Location Townsville	 Contact Name: Krestyn Dyer Ph: 47 248 512

About the Department

As a valued employee in the Department of Housing, Local Government, Planning and Public Works, you will play a vital role in delivering a range of services that make a real difference to the lives of Queenslanders.

Your role will support the department to provide housing assistance, homelessness support services, local government support and advice, state and regional planning, public works building and design and industry regulatory reform.

You will work in an organisation that is focussed on reframing the department's relationship with Aboriginal and Torres Strait Islander peoples, communities, and organisations through the Path to Treaty, Closing the Gap and building our cultural capability.

Find out more about us, and what we do on our website www.housing.qld.gov.au.

What we offer

As an employee, you will have access to a range of generous leave entitlements, flexible work options and health and wellbeing programs to help manage your work and life.

With generous salary packaging and access to a range of learning and development opportunities you will be able to grow and develop your career.

We are committed to a culture that promotes human rights where people feel safe, respected, valued and engaged.

We are proud to be a White Ribbon Accredited Workplace that promotes respectful relationships and gender equality and demonstrates a zero tolerance for aggression and violence.

The Department of Housing, Local Government, Planning and Public Works is passionate about providing equality of employment opportunities and embracing diversity to the benefit of all. We actively encourage applications from people with diverse backgrounds.

The role

We are looking to find the person best suited for the role and will be considering your knowledge, skills, experience, potential for development and future contribution to the department as well as your personal qualities and how they contribute to building a diverse workforce that reflects the Queensland community.

Service Delivery, Housing and Homelessness Services provides a range of services, products and referrals to offer housing solutions for diverse customer groups.

You will ensure efficient and effective service delivery that is reflective of customer need and aligned to outcomes for the individual and the organisation.

What you will be doing

- Provision of leadership, guidance and support to the Manager and all staff through the effective

coordination of a range of activities such as workload and workforce management and planning.

- Create a team culture which thrives on communication, collaboration, continuous improvement, positivity, safety, learning and capability building.
- Be an active and positive member of the local leadership team.
- Ensure staff are supported to achieve excellence in their performance at work through promoting and supporting a high performance culture that maximises potential.
- Apply HR management policies and principles by coordinating and monitoring the delivery of service consistent with financial, HR and administrative delegations and responsibilities.
- Develop and apply a high level of awareness and understanding of protocols and issues impacting on Aboriginal and Torres Strait Islander peoples to facilitate improved service delivery and customer outcomes and communicating effectively and sensitively with people from different cultural backgrounds.
- Lead and ensure you establish and maintain a workplace safety culture by ensuring that all policies and practices concerning Workplace Health and Safety are applied and a part of day to day operations.

What we are looking for

- Work to understand customers and stakeholders, encouraging a strong customer-focus and build understanding perspectives within the team.
- Balanced approach to managing conflicting demands and assist the team to adapt to a changing environment.
- Build networks and work collaboratively with others.
- Demonstrate clear and concise written and verbal communication, modelling open communication.
- Identify a broad range of development opportunities for team members and build a cohesive and supportive team environment.

Mandatory requirements

- Class C driver's license

Leadership competencies

It is recognised that everyone is a leader regardless of classification level. Refer to the Team Leader stream of the [Leadership competencies for Queensland](#) framework to understand the expectations for this role.

How to apply

If you think you this role is for you, you can apply online through the Smart jobs and careers website www.smartjobs.qld.gov.au.

To apply, attach your **current resume** as well as a two-page response addressing through examples, how you demonstrate the behaviours listed under **what we are looking for**.

If you experience any difficulties submitting your application:

- Prior to closing – contact 13 QGOV (13 74 68)
- After closing – contact the person on this role description.

Pre-employment checks

Pre-employment checks will occur prior to any offer of employment being made. Checks may include:

- referee check
- criminal history check
- serious discipline history declaration
- proof of eligibility for appointment to the Queensland public sector
- Working with children (Blue card)
- proof that mandatory requirements have been met.

Further information

- Further information about the Department and the recruitment and selection process can be found in the accompanying Applicant Guide.
- Applications will remain current for a period of up to 12 months after the closing date of the vacancy and may be considered for other identical or similar vacancies which may be available.
- Field work is a regular requirement of this role and conditions in the field are changeable and can at times be volatile, requiring varying degrees of vigilance and management of risk.