



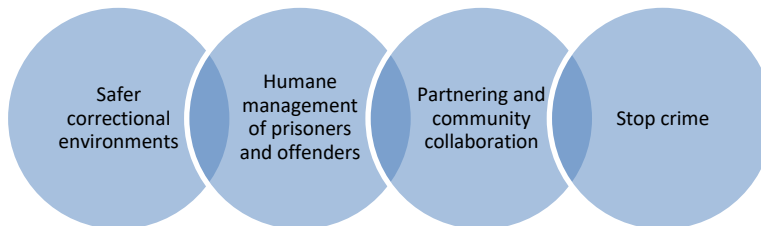
# Manager, Human Resources

Position details			
Command	People Capability	Location	Wacol
Classification	AO6	Salary per fortnight	\$4,277 to \$4,567.00
Type of vacancies	Permanent	Salary per annum	\$111,583 to \$119,149
Reports to	Principal Consultant HR Business Partner	No. direct reports	7
Contact name	Angela Eickenloff	Contact position title	Principal Consultant HR Business Partner
Telephone	3565 7724	Closing date	Monday, 1 <sup>st</sup> July 2024
Job Ad Ref	QLD/571328/24		

## 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 Manager, Human Resources will lead the human resources team, delivering a range of human resource management policy, advice and consultancy services to senior management within a correctional centre. You will play a significant role in implementing and managing compliance with HR procedures and processes to manage HR service delivery for the correctional centre. In addition, you will be responsible for the effective utilisation of staffing resources across a 24/7 operating environment through the application of Agency rostering guidelines and principles.

In this role you will:

- Manage the preparation and implementation of the centre's rostering plan.
- Liaise with staff and line managers to ensure effective rostering.
- Ensure rostering practices are effective and comply with relevant Awards and policies.
- Liaise with staff and line managers to organise roster and other placements for training purposes.
- Ensure resources and work environments are properly maintained and meet operational and WH&S requirements.
- Supervise and encourage staff in the performance of their duties.
- Appraise performance and provide feedback for staff.
- Ensure staff are equipped with skills and resources to effectively undertake their duties.
- Contribute to the knowledge base of the team.
- Maintain knowledge, policies and procedures relevant to training staff.
- Implement systems to ensure compliance with departmental procedures and processes for human resource management.
- Contribute to the preparation and implementation of the centre's workforce plan.
- Promote and support human resources and industrial relations processes and policies.
- Provide advice to management on contemporary human resource management issues and on the interpretation and applications of HR initiatives.
- Undertake analysis of data provided within HR reporting to inform management of trends and risks identified through the HR reporting process.
- Monitor the human resource reports and provide advice to relevant centre managers of trends and risks associated with the management of staff to meet centre needs.
- Assist centre management with the preparation of business plans and related documents for changes to establishment.
- Reconcile HR reporting and data against internal control mechanisms and financial management reports.

## 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 \(Team leader\)](#): Vision, Results and Accountability in the context of the essential requirements for this role:

The essential requirements for this role are:



- Experience in managing, coaching and leading staff across human resource functions in the centre.
- Provision of high level and complex advice to centre management on human resource matters.
- Manage staff resourcing across the correctional centre.
- Demonstrated communication, negotiation and conflict resolution skills for liaising with management and staff at all levels, who often have competing interests, on sensitive and complex issues.
- Knowledge, interpretation and application of legislation, policies and procedures appropriate and relevant to human resource management.
- Organisational skills with the ability to set priorities, coordinate activities and meet deadlines.
- Performance assessment and feedback skills.

#### Qualifications, professional registration, conditions and other requirements

- Formal qualifications in human resource management, psychology, business (or a related discipline) would be highly regarded.
- Travel may be a requirement for this position.

#### 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** (2 pages maximum) outlining how your knowledge, skills and experiences make you a competitive candidate against the [Leadership competencies for Queensland \(Team leader\)](#): 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](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.

#### 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.

