

Role Description Senior Correspondence Officer

Inclusion and Diversity

We all have a role in making our workplace one that embraces and values diverse backgrounds, perspectives and life experiences, creating a workplace where [we all belong](#).

Reasonable adjustments may be discussed with your manager, approved and documented to support and promote human rights and diversity across the workforce.



Job Evaluation No.	23151	Content Manager No.	17/121844
Work Unit	Regional Operations Statewide Correspondence Team Infrastructure Services Division		
Location	Brisbane		
Classification	AO5 Qld Public Service Officers and Other Employees Award - State 2015 36 ¼ hour week		
Job Type	Temporary Part-time (0.5FTE) Temporary period until 20 September 2024 unless otherwise determined		
Salary Range	\$99,752 - \$108,216 per annum Salary is reflective of full-time employment (1.0FTE) <i>Plus superannuation contributions of up to 12.75% of your annual salary.</i>		

Your employer

The Department of Education (DoE) is committed to giving all children a great start, engaging young people in learning, creating safe and inclusive workplaces and investing in communities for a stronger Queensland. Our human rights commitment is to create a stronger, fairer Queensland by respecting, protecting and promoting human rights in everything we do. Our objectives are: A great start for all children, Every student succeeding, Building Queensland communities, Safe and capable people delivering our vision, Fair and safe workplaces and communities. Our vision is one of equity and excellence in a progressive, high performing education system that realises the potential of every student.

For more information about the department, please visit our website at www.qed.qld.gov.au

Your opportunity

As the Senior Correspondence Officer you will:

- Support the provision of accurate and timely advice in response to ministerial and departmental correspondence, briefs and executive documents.
- Assist in prioritising and coordinating the flow of correspondence to ensure efficient and timely preparation of departmental briefs and correspondence.

The Senior Correspondence Officer reports to the nominated Principal Officer or Manager and can be required to work across any team or work unit of ISD.

Your role

Responsibilities include:

- Coordinate the distribution, tracking and flow of briefings and correspondence for the approval of the Executive Management Team, ISD and senior executives of the department, and meet competing timelines.
- Coordinate and prepare responses to incoming Ministerial, Director-General, Deputy Director-General, Assistant Director-General and Executive Director correspondence, briefing notes and requests in consultation with the Director, Regional Support, and regional and departmental officers.
- Ensure that briefings and correspondence are prepared in accordance with the department's Style Guide and Ministerial and Executive Services Guidelines.
- Establish and maintain strong working relationships and networks with clients and departmental officers to ensure a culture of service delivery and achievement of negotiated guidelines.



- Search electronic and paper records, including the department's electronic document records management system for information and documents required by clients and ensure that requests are processed promptly and within set timeframes.
- Work with team members to ensure high quality document management services are delivered by continually reviewing and seeking improvements in administrative systems and processes, by leading by example and seeking feedback from all stakeholders.
- Provide guidance and support to regional officers in delivering a service that meets timelines and maintains confidentiality.
- Provide style guide and correspondence management support to regional officers to ensure awareness of expectations in respect to documentary consistency.
- Provide confidential administrative support to senior officers within ISD.
- Contribute to the development and improvement of policies, procedures, systems and standards applicable to ISD.

Other responsibilities (as required)

- Other suitable duties, consistent with the duties and responsibilities of the position as directed by the supervisor or nominated delegate.

Competencies – How you may be assessed

[Leadership Competencies for Queensland](#) describes what highly effective, everyday leadership looks like in the public sector. In simple, action-oriented language, it provides a common understanding of the foundations for success across all of our roles within the department.

Vision:

- Leads strategically – thinks critically and acts on the broader purpose of the system.
- Stimulates ideas and innovation – gathers insights and embraces new ideas and innovation to inform future practice.
- Leads change in complex environments – embraces change and leads with focus and optimism in an environment of complexity and ambiguity.
- Makes insightful decisions – makes considered, ethical and courageous decisions based on insight into the broader context.

Results:

- Develops and mobilises talent – strengthens and mobilises the unique talents and capabilities of the workforce
- Builds enduring relationships – builds and sustains relationships to enable the collaborative delivery of customer-focused outcomes.
- Inspires others – inspires others by driving clarity, engagement and a sense of purpose.
- Drives accountability and outcomes – demonstrates accountability for the execution and quality of results through professionalism persistence and transparency.

Accountability:

- Fosters healthy and inclusive workplaces – fosters an inclusive workplace where health, safety and wellbeing is promoted and prioritised.
- Pursues continuous growth – pursues opportunities for growth through agile learning and development of self-awareness.
- Demonstrates sound governance – maintains a high standard of practice through governance and risk management.

Additional information

- This role description works in conjunction with the Candidate Information Package.