

POSITION DESCRIPTION

Position details

Position:	Manager Internal Review
Classification:	AO8
Job Reference Number	QLD/574732
Division:	Integrity and Risk Division
Branch:	Regulatory Assurance and Audit
Business Unit:	Internal Review Unit
Reports to:	Director Regulatory Assurance and Audit
Direct report(s):	7

Position Purpose

The QBCC's Internal Review Unit plays an important role within the Commission, ensuring that the decisions made under the legislation administered by the QBCC are correct by conducting statutory reviews of those decisions at the request of parties affected by the decision. It is a busy team that often deals with complex and contentious matters relating to disputes between homeowners and builders.

The purpose of this position is to lead and manage the Internal Review Unit, ensuring that the review decisions made by the Unit are made in accordance with statutory and procedural requirements as well as managing workflow and workloads and supporting the Director Regulatory Assurance and Audit to achieve the QBCC's objectives for the internal review function. The role would appeal to someone who has a good understanding of administrative decision making, is a confident people manager and who has a focus on continuous improvement.

The team has approximately 16 FTEs. The position has seven direct reports including two team leaders to whom the rest of the positions report.

About Us

The QBCC is committed to promoting, supporting and encouraging respect, equity, diversity and inclusion across all aspects of our business and increasing staff awareness and respect for Aboriginal and Torres Strait Islander peoples and cultures.

Inclusion and diversity play an important role in the shaping of QBCC's culture and how our workplace operates both internally and externally. We are proud advocates of inclusive and flexible workplace practices which we believe are essential in creating safe, positive and productive work environments for everyone to enjoy. All reasonable support and access requirements will be accommodated to the extent possible, in accordance with the relevant legislation.

For information about QBCC including our Vision, Purpose and Mandate, visit our website:
www.qbcc.qld.gov.au.

Our purpose

We deliver excellence in regulatory services to reduce risk and offer protection from harm.

Our vision

A thriving and resilient building and construction industry inspiring confidence, and supporting sustainable social, environmental and economic outcomes for Queenslanders.

Our values:



Pursue
excellence



Be courageous



Be helpful



Focus on
people



Be connected



Value
customers

Key Outcomes and Accountabilities

The aim of this role is to:

- Lead the Internal Review Unit including:
 - maintaining good working relationships between the Internal Review Unit and other operational areas within the Commission and providing them with insights from review decisions that will assist in the improvement of administrative decision-making within the QBCC;
 - coaching and developing staff and managing team and individual performance including ensuring that team KPIs are met and that a high standard of customer service is provided; and
 - directing and guiding the development and ongoing improvement of the policies, systems, processes and procedures needed by the Internal Review Unit.
- Respond to customer complaints and ministerial briefing notes and provide reporting as required.
- Make administrative decisions in circumstances where the matter is complex or requires a decision at a manager level.
- Support the Director, Regulatory Assurance and Audit to deliver an efficient, high-quality internal review service that complies with statutory requirements and meets customer expectations.

Candidate Attributes

1. Demonstrated ability to lead and manage a team to achieve its objectives while supporting the professional development and wellbeing of team members and building a culture of continuous improvement.
2. Strong communication, interpersonal and negotiation skills with a proven ability to develop collaborative relationships within an organisation.

3. In the context of this role, which involves the making of administrative decisions under legislation administered by the QBCC, strong investigative, analytical and problem solving skills and an ability to provide advice.
4. Demonstrated ability in establishing business improvement processes and in managing change to deliver quality customer service and achieve an organisation's objectives.
5. Knowledge, or the ability to rapidly acquire knowledge, of the provisions of the Queensland Building and Construction Commission Act 1992 particularly as they relate to the issuing of directions to rectify and claims against the home warranty insurance scheme is highly desirable.

Other Requirements

- This position description provides the minimum requirements for the position. The incumbent may be required to undertake other duties as required.
- Delegations and authority to act – this position may be required to exercise certain powers in accordance with legislation and QBCC's business delegations.
- All staff must comply with their responsibilities under the applicable legislation. Including the following:
 - *Work Health and Safety Act 2011 (QLD)*
 - *The Public Sector Ethics Act 1994, including The Queensland Public Service Code of Conduct*
 - *Public Sector Act 2022 (QLD)*

Employment screening

The role requires satisfactory clearance of a variety of pre-employment checks (which may include criminal history checks, financial history checks, national police checks, and medical assessments). Failure to consent to the required checks will render the applicant unsuitable for the role.

All personal information obtained in the application process will be treated confidentially and held securely by the Commission. Applicants who have lived or worked overseas will be required to provide a current police clearance.