Senior Client Relationship Officer (AO6)

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| Section   |  |  | | --- | --- | |  | **Role Type:**  Permanent, flexible full-time | |  | **Classification / Salary:**  **AO6**  **$00,000– $00,000 p.a.** | |  | **Position Location:**  Brisbane | |  | **Contact:**  Stacey Parker, Manager  HR Services  (PH) XXXX | |  | **Vacancy Reference No.**  ABC/123/QLD | |  | **Closing Date:**  23/23/23 | | Client Liaison Team |
| District | Protective Services Group |
| Command | Security and Counter-Terrorism Command |
| Location | Brisbane |



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|  | **Role Type:** | Permanent Flexible Full-Time |
|  | **Salary:** | $114,625 - $122,400 per annum. |
|  | **Contact:** | Sean Clark **07 3051 8008** |
|  | **Job Ref.** **No.:** | QLD/575258/24 |
|  | **Closing Date:** | Tuesday 16 July 2024. |

Working relationships

**Reports to:** Director, Protective Services Group

**Direct reports:** 6



|  |  |  |
| --- | --- | --- |
|  | **Role Type:** |  |
|  | **Salary:** | QSS to complete |
|  | **Contact:** |  |
|  | **Job Ref.** **No.:** | QSS to complete |
|  | **Closing Date:** | QSS to complete |

Working relationships

**Reports to:**

**Direct reports:**

**QPS PD Ref No:** Click or tap here to enter text.

Date of Review:

d

Our Workplace

We are committed to building inclusive cultures that respect and promote **human rights**, **diversity, and inclusion**.

We provide equal opportunities for everyone in our organisation, irrespective of gender, culture, generation, sexual orientation, or disability. We promote a respectful workplace culture that is free from all forms of harassment, workplace bullying, discrimination, and violence. We embrace the benefits of supporting and retaining a mobile, flexible, and agile workforce.

**Be a pivotal part of one of Queensland’s biggest teams #qldpolice. Find your change here!**

Our Team (Where You Will Be Working!)

Protective Services Group provides static and mobile security services to State Government departments. Our employees are highly motivated, professional members of the Queensland Police Service and provide a valuable service to community safety in State Government buildings and precincts.  
  
You will be the leader of the Client Liaison Team at Protective Services Group.

**QPS PD Ref No:** Click or tap here to enter text.

Date of Review:

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QPS PD Ref No:AS0007

QPS PD Ref No:Click or tap here to enter text.

## Your key accountabilities

The core capability requirements for this role are:

Coordinate human and physical resources to ensure operations are aligned with relevant standards and policies, community expectations and end-user needs.

Support the development and implementation of new and existing contract management, governance frameworks and policies to facilitate the delivery of high-quality security services.

Develop and initiate strategies to manage and resolve incidents both internally and externally with key stakeholders.

Cultivate relationships and effective communication with key stakeholders and service providers both internally and externally to Protective Services Group

Manage and resolve performance issues with staff including giving and receiving feedback and conducting constructive performance discussions, to enhance performance and productivity across the client liaison team.

## Leadership stream

[*Leadership Competencies for Queensland*](https://www.forgov.qld.gov.au/__data/assets/pdf_file/0025/182527/leadership-competencies-for-queensland-brochure.pdf) describes what highly effective, everyday leadership looks like in the public sector regardless of whether the role has responsibilities to manage or lead others.

Your application needs to demonstrate the behaviours of the Leadership stream indicated below.

Be prepared to discuss / reflect on these behaviours in the event you are invited to attend an assessment interview.

This role has been identified as Program leader.

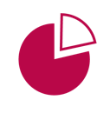
**Individual contributor**

*Leading Self*



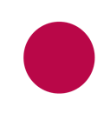
**Team leader**

*Leading others   
and/or projects*



**Program leader**

*Leading teams and/or   
programs*



**Executive**

*Leading the function*

specialist/technical

leadership

Balance of leadership and technical responsibility





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## Role Requirements

Mandatory C Class Drivers licence

Technical/ Operational/ Educational experience

Experience in Security Operations is highly desirable

OtherIntrastate travel is a requirement of this position

## How to apply

Please submit a written statement of no more than two (2) pages outlining your suitability for the role based on the key accountabilities along with your resume.  
  
Please use examples from your work to date to showcase how your skills and experience match the requirements of the role.

Refer to the ***Applicant Guide*** for additional information on how to apply.

## Other Information

Appointment to this position will be made pursuant to the provisions of the *Public Sector Act 2022*.

Terms and conditions of employment will be in accordance with the Queensland Public Service Officers and Other Employees Award - State 2015 and the current Queensland Police Service Staff Members Certified Agreement 2023.

Refer to the **Applicant Guide** for further essential information relating to this role including Police Security Checking Guidelines, eligibility for appointment and other important conditions that apply to this employment.

The Queensland Police Service (QPS) is collecting information for the purpose of processing your application for an advertised QPS vacancy. The collection of this information is authorised by the *Police Service Administration Act 1990*.

Applications will remain current for 12 months.

