Role profile

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| **Title** | Advisor (Executive Services) | | |
| **Job Ad Ref** | QLD/575719/24 | **Location** | Ipswich |
| **Annual Salary** | $100,219 to $108,698 | **Classification** | AO5 |
| **Business unit & Service area** | Office of the Regional Executive Director,  South West Region | **Reports to** | Manager |
| **Status & employment type** | Permanent, Full time | **Job duration** | n/a |
| **Closing date** | Wednesday, 17th July 2024 | **Contact details** | Karen Mills, Manager  M: 0421 483 826  E: [karen.mills@cyjma.qld.gov.au](mailto:karen.mills@cyjma.qld.gov.au) |
| **Mandatory and/or desirable**  **requirements** | Possession of a “C” class drivers licence and ability to travel when required. | | |

**Are you interested in an opportunity to…**

* Work for an employer that helps vulnerable people within our community?
* Be part of an inclusive and diverse workforce that places a high value on cultural capability?
* Be rewarded for your efforts with great working conditions that offer salary packaging, flexible working arrangements, learning opportunities and professional development all within a safe and healthy work environment?
* Work for an employer that works in collaboration to serve the community, strengthen community response and assists children, seniors and those with a disability?

**Do you have a commitment to…**

* Working with Aboriginal and Torres Strait Islander peoples?
* Understanding Aboriginal and Torres Strait Islander peoples and cultures?
* Recognising issues affecting Aboriginal and Torres Strait Islander peoples today?
* A united, harmonious and inclusive Queensland as articulated in the *Multicultural Recognition Act 2016* and Multicultural Queensland Charter?
* Creating inclusive and celebrating diverse work environments, where everyone feels safe, respected, included and encouraged to bring their whole selves to work?
* Communicating respectfully?

**Department of Child Safety, Seniors and Disability Services**

In the Department of Child Safety, Seniors and Disability Services (the Department) you will have the opportunity to work together with people, partners and places to support children, seniors and those with a disability, to be safe and to thrive in culture and communities.

Our programs and community partnerships preserve cultural connections for Aboriginal and Torres Strait Islander peoples to achieve positive life outcomes.

By working with us, you will have the opportunity to work with staff from across the department and other government agencies to resolve complex issues and change life trajectories.

As public servants, we are committed to the highest ethical, professional and service standards in the delivery of outcomes for the people of Queensland.

The department of Child Safety, Seniors and Disability Services is an equal opportunity employer supporting diversity in the workplace. We welcome applications from Aboriginal and Torres Strait Islander people, LGBTIQI+ people, people with a disability, people from culturally diverse backgrounds, and people with lived experience.

Our department believes that we are leaders at all levels. We enact this through our Leadership Charter:



More information about us can be found here:

**Website:** <https://www.cyjma.qld.gov.au/>

**LinkedIn:** [Department of Child Safety, Seniors and Disability Services](https://www.linkedin.com/company/dcyjma/mycompany/)

**Facebook:** [Child and Family Queensland](https://www.facebook.com/childfamilyqld)

**Twitter:** Child and Family Queensland: [@childfamilyqld](https://twitter.com/childfamilyqld)

**Your contribution**

The role of the Advisor (Executive Services) is to provide high quality confidential advice relating to administrative and executive services functions, secretariat support and overseeing the executive support and diary management of Senior Executives and senior leaders in the Office of the Regional Executive Director.

The Advisor will be responsible for:

* Providing high quality advice, support and coordination across Executive and Business Services and ensuring compliance with relevant departmental government policy, guidelines and procedures.
* Leading, supervising, providing workload management and supporting a team of Executive Assistants, who provide executive support to the Regional Executive Director and Regional Directors in the South West Region.
* Ensuring high-quality administrative advice and support to Senior Executives, Manager ORED, Regional Specialist Teams and Service Centres within the South West Region and be part of the ORED Administration Leadership Team.
* Providing support to Senior Advisors in the management of complaints received in the region. This is not a primary focus of the Advisor role but support to these complaint management roles may be required.

**Key duties and responsibilities**

The Advisor (Executive Services) key responsibilities are:

* Conduct a quality assurance process for correspondence and executive documents managed by the South West Region, to ensure all correspondence complies with the Department’s Style Guide and Ministerial Guidelines and is progressed for approval within strict time frames.
* Provide high level advice, support and guidance to regional officers responsible for the preparation of Ministerial and executive correspondence responses and related documents.
* Provide central contact for high quality advice and support to the management and staff in the South West Region on Ministerial and executive correspondence and other executive services issues.
* Ensure compliance with all relevant Ministerial and executive correspondence, complaints management and other standards, policies and legislation relevant to the operations of the department.
* Develop, implement, maintain and review comprehensive systems of Ministerial and executive correspondence, complaints management and other executive services practices and procedures for the South West Region.
* Develop and maintain management information systems and records management systems to provide relevant information and statistics to the region.
* Actively work to ensure that the work environment is accountable and equitable by implementing current departmental management standards and policies: including performance management; equal employment opportunities; anti-discrimination; and workplace health and safety.
* Receive record and document complaints about the department and funded services from clients, evaluating this information to determine how to manage the complaint and what risk factors are involved.
* Enhance the local regional community by actively practicing and promoting excellence in service delivery and public administration and identifying opportunities for improving regional client service.

**Working relationships in this role**

The Advisor (Executive Services) reports to Manager, Office of the Regional Executive and directly supervises three Executive Assistants who provide executive support to the Regional Executive Director and the Darling Downs and West Moreton District Regional Directors.

**Is this role for you? Consider the Leadership competencies for the role.**

The [Queensland Public Service Leadership competencies for Queensland](http://www.forgov.qld.gov.au/leadership-competencies-queensland) (LCQ) applies to all role profiles within the department. This role profile is aligned to the ***team leader*** profile of the LCQ and outlines the relevant competencies from the **team leader** profile that are the basis of assessment of your suitability for the role.

To be successful in this role you will be required to demonstrate capability in the following areas:

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| **Vision** | **Results** | **Accountability** |
| *•* ***Makes insightful decisions*** – Makes considered, ethical and courageous decisions based on insight into the broader context  *•* ***Stimulates ideas and innovation*** – Gathers insights and embraces new ideas and innovation to inform future practice | • ***Drives accountability and outcomes*** – Demonstrates accountability for the execution and quality of results through professionalism, persistence and transparency  • ***Builds enduring relationships*** – Builds and sustains relationships to enable the collaborative delivery of customer-focused outcomes | • ***Pursues continuous growth*** – Pursues opportunities for growth through agile learning and development of self-awareness |
| ***Role Specific:***   * Knowledge and understanding of delivering high-quality confidential advice and support, secretariat support, diary management and administrative functions for senior officers. * Demonstrated knowledge and understanding of supervising and supporting staff and working in a team environment. * Demonstrated knowledge and experience and able to recognise and articulate the interests of diverse groups and have the capacity to consult and negotiate according to Aboriginal and Torres Strait Islander protocols and other cultural protocols as required. | | |

**Conditions and benefits of the role**

The department provides access to an employee assistance program and a range of learning and development opportunities. Your employment experience with the department will include work-life balance with flexible working options such as flexible start times and telecommuting, competitive salary and benefits (including up to 12.75 per cent superannuation contributions by your employer), generous leave entitlements, career progression opportunities and the chance to make a difference to the people and communities of Queensland.

The department is committed to building an inclusive culture that respects and promotes [human rights](https://www.forgov.qld.gov.au/humanrights)and [diversity](https://www.forgov.qld.gov.au/inclusion-and-diversity-commitment). We respectfully journey together to aspire to be the most culturally capable agency in the nation. We are an inclusive, equal employment opportunity employer and place value on our diverse workforce. We encourage applicants representing all genders, ethnicities, ages, languages, sexual orientations, and people with disability or family responsibilities to apply.

**How to apply**

To enable us to assess your application, please include:

* a **statement** not more than two pages, that summarises your skills, experience and achievements against the leadership competencies / capabilities and duties / responsibilities
* a **current resume** containing details of 2 referees. At least one referee should have a thorough knowledge of your work over the past two years as your manager or supervisor.
* Apply via [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au)

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). Inquiries relating to the status of your application once the vacancy has closed should be directed to the contact officer on the role profile.

If you do not have internet access and are unable to submit your application online, 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 Smart jobs, please contact the hiring manager. If the Selection Panel has granted approval to consider a late application, contact the QSS Customer Support Team on the number above to arrange this.

Hand delivered applications will not be accepted.

See tips on [how to write a resume and cover letter](https://www.qld.gov.au/jobs/finding/pages/resume.html)

**Other important information**

* The department is proud to be an accredited White Ribbon Workplace. Domestic and family violence has no place in our homes, communities or workplaces and we are committed to preventing violence and supporting employees affected by domestic and family violence.
* The department is committed to being an inclusive workplace, providing reasonable adjustment and support for people with a disability.
* The department values and is committed to being a safe and inclusive workplace for all LGBTQI+ peoples.
* A probationary period may apply to successful applicants to permanent roles who are external to the public service (unless advised otherwise), after which time confirmation of appointment will be dependent upon satisfactory performance review.
* Successful applicants will be subject to a criminal history check or blue card screening.
* Successful applicants who are either a current or previous public sector employee will be required to disclose previous serious disciplinary action taken against them.
* Newly appointed public service employees are obliged, within one month of starting duty, to make a disclosure of any employment as a lobbyist in the previous two years.
* Applications remain current for 12 months and may be considered for identical or similar vacancies (these may be at a different location).
* A person is eligible to be a public service officer only if the person is an Australian citizen or resides in Australia and has permission, under a Commonwealth law, to work in Australia. If a person’s permission to work in Australia ends, the person’s employment is taken to have been terminated on the same day.
* Applicants who have been paid a voluntary medical retirement, voluntary early retirement, redundancy or retrenchment payment from a Queensland Government entity are required to indicate this in their application.
* Where ‘eligibility for registration’ is shown as a mandatory condition of the role, successful applicants are required to obtain the relevant registration prior to commencing work and maintain registration for the duration of employment in the role.