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| **Clock outline** | **Role type**  Full Time  Permanent | Our purpose is to deliver contemporary regulatory and other government services to Queenslanders  Our vision is for Queensland workers, industry and communities, to be healthy, safe, fair and productive.  To achieve this, we focus on three priorities:  Industry, community and partnerships  Regulatory standards  Our people  At the OIR we, improve work health and safety in Queensland and help to reduce the risk of workers being killed or injured on the job; develop and enforce standards for electrical safety in Queensland; regulate workers’ compensation; and support improved productivity and fairness in Queensland workplaces. We also provide a range of business and corporate services.  For more about the OIR go to <https://www.oir.qld.gov.au/> |
| **Dollar outline** | **Salary per annum**  $99,752 - $108,215\*  \*plus up to 12.75% superannuation contributions |
| **City outline** | **Location**  Newstead |
| **Employee badge outline** | **Contact**  Ethan Song, Manager Authorisations  0459 873 539  Ethan.Song@oir.qld.gov.au |
| **Paper outline** | **Job ad reference**  QLD/575807/24 |
| **Monthly calendar outline** | **Closing date**  Thursday, 18th July 2024 |
| **User outline** | This role is open to all applicants and we encourage applications from people with diverse backgrounds. |

What you can expect in this role

As the Team Leader, Authorisations, you will work autonomously and lead, mentor and train the Authorisations team in Licensing and Regulatory Interventions (LARI) to improve business performance.

The Authorisations team implements the licensing and authorisations framework including high risk work, accredited assessors, asbestos removalist and assessor, demolition and plant registration. The Team Leader, Authorisations, is responsible for ensuring the processing of in-scope licences and authorisations are undertaken in accordance with legislation, policies and procedures; managing issues involving external stakeholders; and developing strategies to improve efficiencies and service delivery to all clients of the unit.

Key responsibilities include:

* Provide a supervisory, mentoring and support role to ensure the team performs effectively and objectives are delivered on time and to quality standards.
* Set priorities, monitor and report on the delivery of services and the work performance of teams and individuals in LARI to ensure that performance targets are met.
* Assist management in the development and implementation of new business processes, practices, systems and procedures to improve efficiencies of LARI and deliver superior client service.
* Maintain knowledge of workplace health and safety legislation, internal/external policies and procedures and licensing requirements.
* Identify trends in client issues and attitudes through surveys and management information system statistics and provide advice and feedback to the Manager, Authorisations.
* Consult, liaise and negotiate with external contractors and suppliers with a view to resolving issues which impact on service delivery of LARI.
* Review business and ICT systems used by LARI and recommend options for improvement including the management of the necessary implementation strategies.
* Develop and co-ordinate structured training programs, including manuals, for staff of LARI across all processing systems, and play a lead role in the delivery of this training.
* Manage ad-hoc projects and undertake other duties as required such as participation on phones when demand necessitates or additional duties as required by the Authorisations and Advisory Services Manager.
* Undertake and report on projects of significance impacting on the processing of licences and authorisations by LARI.
* Actively participate in the promotion of a discrimination free workplace culture that values equity and diversity.

Our workforce needs to be agile to respond quickly to new and emerging priorities. You may be required to undertake alternative duties or work in alternative locations on a temporary or permanent basis to support service delivery.

This role is responsible for managing workers and has legislative obligations outlined in the *Work Health and Safety Act 2011 (Qld)* to identify and manage physical and psychological risks to health and safety through the implementation of and verification of controls. More information on how to manage psychosocial risksis detailed in the[*Managing the risk of psychosocial hazards at work* Code of Practice (2022)](https://www.worksafe.qld.gov.au/laws-and-compliance/codes-of-practice).This role is also required to ensure workers are provided information, training and supervision to conduct work in a safe and compliant manner in accordance with OIR’s Health Safety Wellbeing Safety Management System.

What we are looking for

We will confirm your eligibility and suitability for this role by considering your abilities, aptitude, skills, qualifications, knowledge, experience and personal qualities. We’ll also consider the way you have carried out previous employment, your potential for future contribution and how you could enhance equity, diversity, respect and inclusion at the OIR.

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| Mandatory qualifications or conditions | Nil |
| Core capabilities | Role competencies are aligned with the [Leadership competencies for Queensland](https://www.forgov.qld.gov.au/working-in-the-public-service/leadership-and-learning-hub/build-capability/capability-frameworks-and-strategies/leadership-competencies-for-queensland) under the leadership stream: Team Leader |
| Role specific capabilities | * Have well developed supervision skills as evidenced by the ability to lead and direct staff in undertaking new and innovative processes and procedures, including developing staff and delivering relevant training. * Demonstrate highly developed interpersonal and communication skills, evidenced by the ability to manage teams in complex environments, build and manage relationships with contractors, suppliers and internal business units, and deliver client service to a broad range of people at all levels. * Have sound knowledge of and proven ability to play a lead role in the operational management of a licensing processing unit. * Have sound knowledge of and demonstrated ability in project management, analytical, conceptual and problem-solving skills. * Demonstrate ability to undertake data analysis and preliminary research and produce meaningful reports to assist with management decision-making * Demonstrate ability to establish work priorities which reflect urgency and strategic importance with minimal supervision. |

How to apply

Apply online at [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au).T). Create a ‘My SmartJob’ account to submit your application. Your application needs to include:

* your current resume, including contact details for at least one referee who has thorough knowledge of your conduct and performance within the past two years, and
* a letter or statement (one to two pages) that addresses the ‘What are we looking for’ section above.

For culture safety or reasonable adjustments, please advise the contact person for this role. For technical difficulties with submitting your application, please contact 13 QGOV (13 7468) or phone OIR Human Resources on 07 3406 9943 if you do not have internet access.

Please allow enough time before the closing date to submit your application. Requests for late applications can be forwarded to the contact person for consideration.

Additional information

For employment conditions and additional information about how to apply for a role at the OIR, please read the Applicant guide.