

POSITION DESCRIPTION

Position details

Position:	Assessment Officer
Classification:	AO4
Location:	Flexible
JRN:	QLD/575959
Division:	Regulatory Operations
Branch:	Resolution Services
Business Unit:	Resolution Services
Reports to:	Senior Lead
Direct report(s):	Nil

Position Purpose

The purpose of the position is to:

- assess complaints about defective building work, and;
- investigate, assess and determine claims under the Queensland Home Warranty Scheme for the Queensland Building and Construction Commission (QBCC).

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:

- Ensure that the performance and effectiveness of QBCC's Dispute Resolution Service and Statutory Home Warranty Scheme is continually improved by contributing to the assessment of complaints about defective building work, and in monitoring, reviewing and reporting on the insurance scheme's performance.
- Contribute as required to the development and delivery of the Resolution Services operational plan.
- Investigate and assess complaint about defective building work and insurance claims in accordance with relevant legislation, insurance policy conditions, guidelines and procedures to accurately determine claim entitlements and approve related claim payments to delegated level.
- Provide advice and opinions to the Senior Assessment Officers and Principal Resolution Officers and Senior Lead's in regard to Dispute Resolution and Queensland Home Warranty Scheme.
- Representation of QBCC's position in relation to reviews of decisions before the QCAT.
- Undertake other general duties that contribute toward the ongoing improvement of Resolution Services and foster a cohesive team environment.

Candidate Attributes

1. Apply legislation, policies and procedures in the context of complaint about defective building work and claims under the Queensland Home Warranty Scheme.
2. Demonstrate sound investigative, analytical problem solving and decision-making skills, including prioritising, planning and organising an on-going caseload.
3. Demonstrate sound skills in communicating, consulting, liaising and maintaining effective relationships with stakeholders, managers, staff and customers, including identifying customer needs, and providing customers with relevant information and quality customer service.

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.