Role type

Permanent Flexible full-time

Annual Salary

$100,219 - $108,698

Contact Officer

Name: Gary Forbes

Title: Manager

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Job ad reference

QLD/576035/24

Closing date

Wednesday, 24 July 2024

Location   
Southport Debt Management Centre, Gold Coast

About us

Queensland Revenue Office (QRO) contributes to Queensland's economic and social wellbeing by collecting revenue, recovering debts, and paying grants to support the delivery of vital government services. We are responsible for collecting state taxes (including duties, payroll tax and land tax) and mining and petroleum royalties, administering certain grants, fine administration and management and collecting and enforcing unpaid fines and court orders through the State Penalties Enforcement Registry. We take a client centric approach to help our clients meet their obligations and receive their correct entitlements. QRO is part of the Queensland Treasury portfolio.

Queensland Treasury

Queensland Treasury’s vision is a strong economy for all Queenslanders. Our purpose is to drive government priorities through our expert advice and services. As a central agency, Treasury drives the Government’s plan to grow the Queensland economy and create jobs in line with the Government’s economic recovery priorities and longer-term economic strategy.

## Senior Debt Resolution Officer (AO5)

## Your opportunity

In this role, you will conduct and manage debt recovery activities to effectively collect overdue revenue and penalty debts in a contact centre environment at QRO’s Debt Management Centre (DMC).

This is a leadership role where you will be required to work both autonomously and collaboratively with colleagues, clients and other stakeholders and provide technical advice to your team on more complex matters.

## The key responsibilities

**Support** the Team Leader in supervision of people, promoting their ongoing professional development.

**Manage** positive client and stakeholder relationships, using strong communication and relationship management skills by adhering to our [Client Charter](https://www.treasury.qld.gov.au/budget-and-financial-management/revenue-and-taxation/client-charter/).

**Utilise effective negotiation and influential communication** to recover State taxes, penalties, fines and levies in a consistent and timely manner.

**Interpret** and apply Queensland revenue laws and public rulings.

**Comply** with recordkeeping and quality assurance standards by keeping timely, accurate and complete records.

**Analyse and interpret** large volumes of information to make insightful decisions regarding collection treatment strategies.

**Undertake research and analysis**, challenge existing practices and procedures, prepare campaigns and reports on the delivery of business plan objectives in a transforming environment.

**Support** the Team Leader to facilitate team and individual development and build a positive and participative culture aligned to our values and expectations.

**Encourage** others to set goals, take pride of ownership and encourage them to grow through increased responsibility to successfully achieve objectives and outputs.

**Actively participate** in the divisional leadership team to achieve strategic and business objectives and goals.

## Success criteria

To be successful in this role you will need to demonstrate:

* Experience in debt collection practices
* A strong working knowledge of digital and data technology/systems
* The capability to analyse, interpret and apply legislation and/or policy to achieve successful outcomes.
* High level of interpersonal and influential communication skills within a client-focused environment.

Leadership stream

This role has been identified as a  
**Team Leader**

### Pie graph depicting one third leadership skills and two thirds specialist and technical skills. This balance is selected to illustrate this role.Pie graph depicting one sixth leadership skills and five sixths specialist and technical skills.Individual contributor

Leading self

### Team leader

Leading others and/or projects

### Pie graph depicting five sixths leadership skills and one sixth specialist and technical skills.Program leader

Leading teams and/or programs

### Pie graph depicting full leadership skills.Executive

Leading the function

A picture containing shape

Description automatically generatedShape

Description automatically generated*Key: Balance of leadership and technical responsibility.*

Specialist/technical Leadership

Working relationships

**Reports** **to:** Manager

**Direct Reports:** 0

**Team Size**: 50

Your core capabilities

We’ll assess your suitability for this role by looking at what you’ve done previously, the knowledge, skills and experience you’ve built, your potential for development and your personal qualities. The competencies below are considered to be the **most critical** for success in this role.

Vision

**Leads change in complex environments -** Embraces change and leads with focus and optimism in an environment of complexity and ambiguity.

**Stimulates ideas and innovation –** Gathers insights and embraces new ideas and innovation to inform future practice.

Results

**Builds enduring relationships -** Builds and sustains relationships to enable the collaborative delivery of customer-focussed outcomes.

**Drives accountability and outcomes –** Demonstrates accountability for the execution and quality of results through professionalism, persistence, and transparency.

Accountability

**Demonstrates sound governance -** Maintains a high standard of practice through governance and risk management.

**Pursues continuous growth –** Pursues opportunities for growth through agile learning and development of self-awareness.

To find out more refer to the [*Leadership competencies for Queensland*](https://www.forgov.qld.gov.au/leadership-competencies-queensland).

## Role requirements

Qualifications Technical/educational

There are no mandatory qualifications needed for this role, however, relevant qualifications and/or experience will be highly regarded (e.g., Finance, Accounting or Business).

How to Apply

From the Smart Jobs and Careers advertisement, click **Apply online** and include the following in your application:

Your **resume** detailing relevant experience.

A **cover letter** (up to one page) providing recent examples of your work, which clearly illustrates how your skills, knowledge and level of experience apply to the key responsibilities, success criteria and core capabilities of the role.

Important Information

Refer to the **Working for QRO** document for more role information and the Treasury [*Candidate information pack*](https://s3.treasury.qld.gov.au/files/guidelines-for-applicants.pdf) for information on working in the department.