



# Administrative Officer

## Role Description

### Administrative Officer

Business Unit/Centre	Wolston Correctional Centre	Classification	AO2
Command	Custodial Operations Southern Region Command	Salary	\$2,335.00 to \$2,781.00 per fortnight \$60,918 to \$72,554 per annum
Location	Wacol	Vacancy Type	Temporary Full time Relief – 3 months with possibility of extension
Reports to	Advisor, Business Services	Direct reports	Nil
Job Ad Ref	QLD/687029CAP/26	Closing date	Tuesday, 27 <sup>th</sup> April 2027

### About Queensland Corrective Services (QCS)

QCS provides safe, modern, and responsive correctional services which rehabilitate prisoners and offenders and prevent crime making Queensland safer. QCS staff come from all walks of life and are united by the rewarding, exciting and dynamic lifestyle of working in corrective services.

The QCS values of **Professional, Ethical, and Respectful** underpin our ways of working.

QCS is comprised of four divisions and the Office of the Commissioner:

- Custodial Operations
- Community Corrections and Specialist Operations
- Organisational Capability
- Workforce Culture, Integrity and Capability

Learn more about working for QCS in the Queensland Corrective Services Applicant Information Guide.

### About the Division

The Custodial Operation Division is responsible for providing strategic oversight, governance and support for the effective delivery of 24/7 custodial services for public sector operated correctional facilities in Queensland. Custodial Operations is responsible for developing and monitoring performance standards for the delivery of probation and parole and custodial services throughout Queensland through key functional areas of operational practice and governance compliance and risk.

### About the Command

Southern Region Command, Custodial Operations Division is responsible for the delivery of custodial services across Queensland. People in custody are supervised in either high or low security correctional centres. High security centres provide for the management of adult prisoners held in secure custody correctional centres across Queensland.

### About the Role

In this role you will deliver efficient and effective administrative and clerical support for the centre and support the centre's day-to-day operations. This position is required to work as part of an overall administration support team for the centre.

## OFFICIAL

The **primary accountabilities** of the Administrative Officer include:

- Provide administrative functions and confidential administrative support for the centre including, word processing, data entry, spreadsheets, photocopying, filing activities and taking minutes at various meetings
- Provide support to other staff on administrative issues and assist with the preparation of memorandums, reports and correspondence
- Provide support and assistance in the use and maintenance of office communication and technology including photocopiers, printers and computers
- Answer general enquiries at reception and direct visitors as required, screen telephone calls and redirect enquiries to appropriate areas of the office and Agency
- Manage mail and mail register
- Undertake procurement activities to ensure centre resources are adequate including stationery and miscellaneous office supplies
- Process human resources paperwork including the processing and record keeping of timesheets, leave forms and payroll documentation
- Perform opening and closing procedure
- Conduct banking as required
- Maintain filing and recording system ensuring the confidentiality of all documentation handled
- Ensure the security of files and appropriate access to the files by relevant staff and approved external agencies
- Ensure records and data for the Integrated Offender Management system (IOMs) are accurate and current
- Undertake archiving of files and records in accordance with legislative requirements

The role description provides the minimum requirements for the role. The incumbent may be required to undertake other duties as required outside of these primary accountabilities.

### Role suitability

This role is an Individual Contributor under the [Leadership Competencies for Queensland](#) framework.

Within the context of the role accountabilities described in **About the Role**, the most suitable applicant will demonstrate their applied knowledge, skills and experiences against these **essential role requirements** of the Individual Contributor leadership stream:

- Information technology skills at a competent level with the willingness to learn new IT skills and use internal information management databases as well as Microsoft Office software
- Planning and organising abilities to ensure tasks are completed within the required deadlines and in accordance with all relevant policies and procedures
- Problem solving skills with the ability to apply a range of problem-solving strategies and show initiative in identifying and solving problems both independently and as a team member
- Communication skills as demonstrated through the ability to listen, understand and speak clearly to a wide range of audiences. Written skills with the ability to summarise information and data
- Ability to use judgement and discretion with confidential information
- Sound interpersonal skills to assist with the completion of tasks that involve input and cooperation from a number of stakeholders
- Interpersonal, oral and written communication skills for gathering and providing information both over the phone and in person, to a range of stakeholders that interact with the centre
- Ability to acquire knowledge of relevant acts and regulations
- Basic administrative skills, including proficiency in using a range of software applications, including Microsoft Word, Excel and PowerPoint and databases and other office technology

### How to apply

Please refer to the Queensland Corrective Services Applicant Information Guide for instructions about how to complete and submit your application via the SmartJobs and careers website.



## **Additional Information**

Applicants should read the Queensland Corrective Services Applicant Information Guide contained within the job advertisement and available at [www.corrections.qld.gov.au/careers](http://www.corrections.qld.gov.au/careers). This guide includes information about working for QCS, employee benefits, mandatory pre-employment screening, how to apply, the selection process and other additional information.

Where a subsequent or recurring vacancy arises, either from the same location or different location from the advertised position, the vacancy may be filled from the suitability pool used to fill the original position. Applications will remain current for up to 12 months after the closing date of the advertised vacancy.

