



Roster Officer

Role Description

Roster Officer

Business Unit/Centre	Workforce Culture Integrity and Capability	Classification	AO3
Command	People Capability Command	Salary	\$2,965.00 - \$3,290.00 per fortnight \$77,354 - \$85,833 per annum
Location	Etna Creek	Vacancy Type	Full-time
Reports to	Manager, Human Resources	Direct reports	Nil
Job Ad Ref	QLD/687473CAP/26	Closing date	Thursday, 29 th April 2027 (12-month continuous applicant pool)

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 Workforce Culture, Integrity and Capability (WCIC) Division provides high level, consistent guidance and capability across the Agency to achieve mandated deliverables and expectations. Key responsibilities of this command include driving critical cultural change, enhancing diversity and inclusion, providing legal and policy advice, overseeing workforce functions, and promoting ethical behaviour.

About the Command

The People Capability Command (PCC), Workforce Culture, Integrity and Capability (WCIC) Division is responsible for supporting QCS to achieve its strategic objectives by developing and ensuring an effective and high performing workforce of approximately 7,000 FTE officers. Functions include Human Resources, Talent Acquisition, Employee and Industrial Relations, Health Safety and Wellbeing, and QCS Academy.

About the Role

In this role you will play a key role in the coordination of the centres staffing rosters in conjunction with the Manager Human Resources in addition the position will provide administrative and clerical support to the human resources unit within the centre.

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

- Assist in the development of Rosters to meet operational needs that are in accordance with award provisions and other associated industrial instruments.
- Prepare and generate centre rosters and distribute information to staff on rostering allocations
- Process staffing variations in consultation with relevant managers as appropriate.

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- Validate employee timesheets and ensure correct payments consistent with award entitlements.
- Provide information to management regarding roster costs and estimates.
- Review leave entitlements for staff and advise on outstanding balances and excess leave as required
- Prepare annual leave rosters for staff through collation of staff leave requests and entering into centre leave planning systems
- Respond to staff enquiries related to roster or leave arrangements.
- Administer bank time, sick leave and annual recreational leave applications and process accordingly
- Ensure leave is approved in accordance with delegations
- Provide administrative support including input of data to various computer-based systems including performing necessary data entry for rosters.
- Provide administrative support for recruitment and selection processes at centre level.
- Maintain filing system.
- Respond to general human resource enquiries.
- Maintain confidentiality regarding human resource information

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:

- Demonstrated staff roster management skills, preferably within a 24/7 operating environment
- 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 & 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
- Ability to use judgement and discretion with confidential information
- Sound Interpersonal, oral and written communication skills for gathering and providing information both over the phone and in person, to a range of stakeholders and the ability to listen, understand and to negotiate with staff on staffing/roster management and HR related issues
- Ability to acquire knowledge of relevant acts and regulations
- Sound information technology, including proficiency in using a range of software applications, including Microsoft Word, Excel and PowerPoint and databases and other office technology

Other conditions and requirements

There may be instances where the incumbent will be required to work hours outside the normal work hours, undertake travel to other locations, or temporarily work from an alternate location.

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. This guide includes information about working for QCS, employee benefits, mandatory pre-employment screening, how to apply, the selection process and other additional information.



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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.

