

Role Description

Services/ Support Officer

Inclusion and Diversity

We all have a role in making our workplace one that embraces and values diverse backgrounds, perspectives and life experiences, creating a workplace where [we all belong](#).

Reasonable adjustments may be discussed with your manager, approved and documented to support and promote human rights and diversity across the workforce.



Job Evaluation No.

22945

Content

Manager No.

22/638082

Work Unit

Unit

Branch

Division

Location

Classification

AO3 Qld Public Service Officers and Other Employees Award - State 2015
36 ¼ hour week

Your employer

The Department of Education (DoE) is committed to giving all children a great start, engaging young people in learning, creating safe and inclusive workplaces and investing in communities for a stronger Queensland.

Our human rights commitment is to create a stronger, fairer Queensland by respecting, protecting and promoting human rights in everything we do. Our objectives are: A great start for all children, Every student succeeding, Building Queensland communities, Safe and capable people delivering our vision, Fair and safe workplaces and communities. Our vision is one of equity and excellence in a progressive, high performing education system that realises the potential of every student.

For more information about the department, please visit our website at www.qed.qld.gov.au

Your opportunity

As the Services/Support Officer your role will include:

- using your relevant experience and effective judgement, combined with a broad knowledge of the office's functions and activities related to the wider team and business unit to prepare preliminary reports, papers and correspondence which usually relate to a specific organisational function or discipline.
- providing or interpreting information for clients or other interested parties and general administrative support to senior officers.
- some complex operational work and may involve assisting with, or reviewing the work undertaken by, subordinates or team members.
- exercising initiative in the application of established work practices and procedures although this role may require expertise to resolve issues within a day-to-day environment for which there may not be clearly established procedures.

Your role

Appointments in the public sector are merit-based and will be assessed by looking at what you have done previously—the knowledge, skills and experience you have built, your potential for development, and your personal qualities.

Responsibilities include:

- working under general direction, preparing papers, briefing notes, correspondence or other written material.
- achieving personal and team goals that will impact on the operations of the business unit.
- contributing to the wider team which may include training/coaching other staff to develop work performance, planning and co-ordinating tasks and work flow.



Capabilities include:

- a sound knowledge of the activities usually performed within the work area and their impact upon the activities of other teams and business units.
- limited supervisory responsibilities including on-the-job training and staff assessment and performance counselling in relation to the work area.
- written and verbal communication, interpretation and liaison skills to solve basic problems together with

Other responsibilities (as required)

- Other suitable duties, consistent with the duties and responsibilities of the position as directed by the supervisor or nominated delegate.

Competencies – How you may be assessed

[Leadership Competencies for Queensland](#) describes what highly effective, everyday leadership looks like in the public sector. In simple, action-oriented language, it provides a common understanding of the foundations for success across all of our roles within the department.

Vision:

- Leads strategically – thinks critically and acts on the broader purpose of the system.
- Stimulates ideas and innovation – gathers insights and embraces new ideas and innovation to inform future practice.
- Leads change in complex environments – embraces change and leads with focus and optimism in an environment of complexity and ambiguity.
- Makes insightful decisions – makes considered, ethical and courageous decisions based on insight into the broader context.

Results:

- Develops and mobilises talent – strengthens and mobilises the unique talents and capabilities of the workforce
- Builds enduring relationships – builds and sustains relationships to enable the collaborative delivery of customer-focused outcomes.
- Inspires others – inspires others by driving clarity, engagement and a sense of purpose.
- Drives accountability and outcomes – demonstrates accountability for the execution and quality of results through professionalism persistence and transparency.

Accountability:

- Fosters healthy and inclusive workplaces – fosters an inclusive workplace where health, safety and wellbeing is promoted and prioritised.
- Pursues continuous growth – pursues opportunities for growth through agile learning and development of self-awareness.
- Demonstrates sound governance – maintains a high standard of practice through governance and risk management.

Additional information

- This role description works in conjunction with the Candidate Information Package.