

Role Description for Administrative Officer (Compliance)

Branch	Customer Services	Division	Customer Services, Safety & Regulation	Region	<i>Insert</i>
Location	<i>Insert</i>	Closing date	<i>Insert</i>	Vacancy ref	<i>Insert</i>
Classification		Salary/Wage	<i>Insert</i>	Contact	Contact name
Basis of employment	Flexible Permanent Temporary Part-Time	Total remuneration	<i>Insert</i>	Telephone	Contact phone

Special Conditions:

- The incumbent may be required to undertake intra-state travel
- Any Priority Transferees who apply will be assessed on the basis of suitability
- Applications for this role will remain current for 12 months and may be used to fill similar roles within the Branch
- The recommended applicant will be required to disclose any serious disciplinary action taken against them in public sector employment.
- A criminal history check will be conducted on the recommended person for this role.
- < Location> is a designated rural and remote centre within the department. Employees who live and work in < Location> may be entitled to financial and family assistance incentives

**We are seeking a high performing and innovative
Administrative Officer (Compliance) to contribute to our vision: *Creating a single integrated transport network accessible to everyone***

Working at Transport and Main Roads

Transport and Main Roads' (TMR) move and connect people, places, goods and services – safely, efficiently and effectively. The driving force behind all of these things are our people. We employ over 8500 dedicated employees who share a common value – to drive positive change and to make a difference.

TMR actively encourages teamwork and innovation. You will work for an organisation which offers professional development, a variety of interesting work state-wide, a safe, healthy and secure workplace and flexible work and lifestyle options.

TMR acknowledges the Traditional Owners and Custodians of this land and waterways. We also acknowledge their ancestors and Elders both past and present. TMR is committed to reconciliation among all Australians.

Follow TMR on [LinkedIn](#), [Instagram](#), [Facebook](#) and [Twitter](#) or visit www.tmr.qld.gov.au/About-us.

Customers first

Ideas into action

Unleash potential

Be courageous

Empower people

Your opportunity

In the role of **Administrative Officer (Compliance)**, you will contribute to the efficient operations of the Regional Compliance Unit by providing quality and timely administrative support.

The Customer Services Branch delivery network comprises five geographic regions. Each region has a Regional Compliance Unit which is responsible for the implementation of operational initiatives that focus on ensuring the compliance of the transport industry. You will work collaboratively in a team environment that ensures compliance with all relevant legislation and maximises the safety of all transport users.

Drive the journey



**Queensland
Government**

As **Administration Officer (Compliance)** you will use your ability, knowledge and experience to:

- Work collaboratively within a team to provide a positive customer experience, working with internal and external stakeholders such as the Queensland Police Service and relevant road transport industry bodies.
- Deliver a range of administrative support activities including (but not limited to)
 - Maintaining records management systems in accordance with departmental requirements
 - Requisition of office supplies and minor equipment using a corporate card in line with departmental policy and procedures
 - Co-ordinate the response to customer enquiries and escalate as required
- Provide administrative and business support by maintaining a range of online registers, databases and utilising contemporary computer software, programs and systems. Perform data entry, data interrogation and routine reporting.
- Support the Online Booking System and provide accurate and relevant information to customers.
- Provide a range of administrative support to the Senior Transport Inspector, including the co-ordination of travel, accommodation and training as required.

This position reports to the Senior Transport Inspector.

Is this role for you?

The information in this section outlines the basis of assessment of your suitability for the organisation and the role.

Mandatory requirements:

Desirable requirements:

- It is desirable for the recommended applicant to hold a current 'C' class driver's licence
- Experience providing administrative support in a customer service environment.

Role competencies:

This role maps to **Individual**

Vision

- **Makes Insightful Decisions** - Gains insight into issues by analysing the available information in a critical manner, demonstrates courage in making decisions, even when under pressure, accepts decision making responsibility and demonstrates judgement about when to escalate issues, Remains composed during high-stakes situations, clearly describes the rationale behind decisions and works with others to recognise potential bias

Results

- **Builds Enduring Relationships** - Communicates in a clear, succinct and deliberate manner, adjusting the message so that it resonates with different stakeholders, Supports others by providing timely information within own area of expertise in an articulate and non-technical manner, Listens attentively and proactively seeks to understand others' needs by asking questions and clarifying, Recognises the broad value and contribution that diversity of viewpoints brings to the team and organisation, Builds rapport and establishes strong and mutually beneficial connections.
- **Drives accountability and outcomes:** You contribute to the development of team objectives and recognise your own role in achieving results. You welcome challenges in the delivery of work and demonstrate persistence in working through obstacles.

Accountability

- **Demonstrates Sound Governance** - Demonstrates respect and appreciation for legislation and policy frameworks by consistently operating to key standards, upholds integrity through responsible management and use of processes and resources, Analyses information to proactively identify risks to the team's planned activities, evaluates possible solutions and takes appropriate steps to mitigate risks

- **Fosters Healthy and Inclusive Workplaces** - Demonstrates personal responsibility for the health, safety and wellbeing of self and others, Demonstrates respect for others, taking the time to connect, check in and show an interest in their wellbeing, Enhances safety and inclusion in the team by sharing ideas and participating in initiatives, Considers the physical environment and carefully undertakes tasks with the safety and wellbeing of others in mind, Demonstrates openness to diversity and supports practices that enable all individuals to participate to their fullest ability

To find out more about the competencies required for this role visit, <https://www.forgov.qld.gov.au/leadership-competencies-queensland> for the complete Leadership competencies for Queensland booklet.

Your application

Please provide the following information to the panel to assess your suitability:

- Your current **resume** detailing your previous work/voluntary experience including two referees who have a thorough knowledge of your conduct and performance over the past 2 years
- Giving regard to the accountabilities and role competencies, provide a **short covering letter** (of no more than two pages) outlining your suitability for the role – which draws on your career achievements to date and demonstrates your skills and abilities

Submit your application:

- Applying online through the SmartJobs and Careers website www.smartjobs.qld.gov.au is the preferred means to submit an application. To do this, access the 'apply online' facility on the Smart Jobs and Careers website. You will need to create a 'My SmartJob' account before submitting your online application.
- By applying online, you can track your application through the process, maintain your personal details through registration and withdraw your application if required.
- All role descriptions and selection processes are required to be aligned with Leadership Competencies for Queensland (LCQ). For more information about the LCQ, visit <https://www.forgov.qld.gov.au/leadership-competencies-queensland>.
- If you experience any technical difficulties when accessing www.smartjobs.qld.gov.au please contact 13 QGOV (13 74 68). All calls relating to the status of your application once the job has closed should be directed to the contact officer on the role description. If you do not have internet access and are unable to submit your application online please contact Applications Processing Team on (07) 3021 5465 or (07) 3021 5450, between 9am to 5pm Monday to Friday, to enquire about alternative arrangements.
- Late applications cannot be submitted via the Smart Jobs and Careers website, so please allow enough time before the closing date to submit your application. If approval has been granted by the Selection Panel for a late application to be considered, please contact the Applications Processing Team on the numbers above to arrange.
- Hand delivered applications will not be accepted.

Additional information

- TMR is an inclusive organisation which embraces diversity of thought, culture, life experiences and people to ensure we reflect the communities we serve. We are committed to building an environment in which all our employees can feel valued, included and empowered to bring their different perspectives, beliefs, ideas and cultures in creating a workplace of innovation and opportunity.
- Employees may be required to work in any other location as determined by business needs.
- You may be requested to undergo employment screening (for example a criminal history check) as part of our selection process.
- You will be required to actively participate in personal performance planning and appraisal through accepting and providing positive and constructive feedback. You will also undertake training and development opportunities that are identified as necessary to achieve work unit goals.

- You will be required to contribute to a safe and healthy workplace by complying with Workplace Health and Safety legislation, codes of practice, standards and departmental policy and procedures and participating in risk management and corrective action programs. You will also ensure that security systems are observed.
- For more information about the role, its priorities and the organisational context please refer to the contact listed at the top of the role description.
- To be eligible for permanent appointment to the Queensland Public Service applicants must provide proof of Australian citizenship, permanent residency or permission 'under Commonwealth law' to work in Australia and 'remain in Australia indefinitely'. To be eligible for temporary appointment applicants must provide proof that they can legally work in Australia.
- In accordance with Section 52(3) of the *Public Service Act 2008* and Public Service Commission Directive Early Retirement, Redundancy and Retrenchment, financial penalties apply for severance benefit recipients who are re-employed by a Queensland Government entity, for greater than twenty days, within the period covered by the severance benefit.
- In accordance with the Public Service Commission Directive Voluntary Medical Retirement, financial penalties apply for severance benefit recipients who are re-employed by a Queensland Government entity, for greater than twenty days, within the period covered by the severance benefit.
- Probationary periods apply to successful applicants external to the public sector.
- Applicants will be required to give a statement of their employment as a lobbyist within one month of taking up the appointment. Details are available at <https://www.forgov.qld.gov.au/documents/policy/lobbyist-disclosure>.
- A non-smoking policy is effective in Queensland Government buildings, offices and motor vehicles.