

## Role Description

## Senior 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.

**22/638268**

Work Unit

**Unit**

**Branch**

**Division**

Location

Classification

**AO4 Qld Public Service Officers and Other Employees Award - State 2015**  
**36 ¼ hour week**

### Your employer

The Department of Education (DoE) is committed to delivering responsive services focused on equity and excellence to Queenslanders and their communities. We promote equity and excellence by our commitment to respect, protect and promote human rights. Our objectives are: a strong start for all children, every student realising their potential, fair and safe workplaces and communities, capable people delivering our vision. 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](http://www.qed.qld.gov.au)

### Your opportunity

As the Senior Services/Support Officer your role will include:

- preparing papers and reports, drafting complex correspondence for senior officers, undertaking activities of a specialist or detailed nature, assisting in the preparation of procedural guidelines, providing, interpreting and analysing information for clients or other interested parties, exercising specific process responsibilities, using established priorities, task methodology and work practices to achieve results in line with the corporate goals of the business unit.
- overseeing and co-ordinating the work of subordinate staff.
- co-ordination of a range of office functions which may include supervision of a work group or small work area within the total organisational structure and co-ordination of a range of office functions.

### Your role

The Department of Education promotes an inclusive, collaborative environment where all staff are expected to work collaboratively, professionally and harmoniously.

Responsibilities include:

- working under general direction as to work priorities which may be of a technical or professional, project, procedural or processing nature, or a combination of these. The direction given is usually related to task methodologies and work practices.
- setting priorities and monitoring work flow in the area of responsibility which may require the co-ordination of a range of office functions and the exercising of judgement and/or delegated authority in areas where precedents or procedures are not clearly defined.
- applying previous experience to act independently, for example, developing local procedures, management strategies and guidelines.



- supervising other staff if required

Capabilities include:

- general knowledge of the office's operations, combined with a specialist knowledge of major activities within the work area.
- the experience to interpret and apply standard policies, specific procedures and regulations or other guideline material to specific situations or where legislation, regulations, instructions or procedural guidelines do not give adequate or specific answers.
- the competency to disseminate information about the office's operations particularly in relation to policy aspects or program, activity or service delivery to clients.
- the ability to supervise staff, set priorities, monitor work flow and develop local strategies or work practices.
- liaison and communication skills and the capacity to negotiate, particularly for activities involving clients or other interested groups.

**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.