

# Guidelines for applicants

## What we do

The Office of the Queensland Ombudsman has three main roles:

- to give people a timely, effective and independent way to have administrative actions of agencies investigated
- to improve the quality of decision-making and administrative practice in government agencies
- oversight of the *Public Interest Disclosure Act 2010*.

The Office investigates complaints about the actions and decisions of state government departments and agencies (including state schools and TAFE), local councils and public universities. The complaints assessment and investigation service is free and independent.

## Organisational structure



## Great working conditions

Employees of the Queensland Ombudsman's Office have access to a range of benefits which provide excellent conditions, flexibility and opportunity. The Office strives to create flexible working conditions and a work environment that combines a healthy culture and safe workplace practices.

## Diversity and human rights

The Office is committed to building an inclusive and diverse workforce that reflects the community we serve – starting with recruitment. We value and respect the skills and insights of people diverse in gender, culture, age, life stage, sexual orientation and disability.

We encourage applications from all diversity groups, including Aboriginal and Torres Strait Islanders.

If you have any adjustments or requirements relevant to the selection process, please notify the contact person listed on the role description

We acknowledge our role in protecting and promoting human rights. Recruitment decisions are made in a way that protects these rights.

## Terms and conditions of employment

Conditions of employment are comparable to those in the Queensland Public Service. All positions in the Office are located in Brisbane.

## About working for the Office

A Code of Conduct applies to all employees within the Office of the Queensland Ombudsman. This Code sets out the minimum standard of behaviour for all employees. Successful applicants will be expected to read the Code of Conduct and to comply with its content. Every employee is required to work in accordance with the Office's policies, directives and legislation and actively participate in the annual performance management process, consisting of both performance planning and review. This process will outline in detail specific projects and outcomes relevant to the priorities of the Office at that time.

## Undertaking other paid employment

New staff must apply to the Ombudsman in writing, as soon as possible after commencing employment with the Office, if they wish to engage in any paid secondary employment outside the Office.

## Early retirement, redundancy and retrenchment payments

In accordance with section 52(3) of the *Public Service Act 2008* and section 687(3) of the *Industrial Relations Act 1999* and Public Service Commission Directives

relating to Early Retirement, Redundancy and Retrenchment and Voluntary Medical Retirement severance benefit recipients who are re-employed by a Queensland Government entity within the period covered by the severance benefit may be required to re-pay part or all of the benefit.

## Achievement planning

Each employee is required to actively participate in the Office's formal performance management framework which includes the achievement planning policy and procedure, preparing an annual achievement plan and participating in performance reviews.

## Travel

Intra or interstate travel may be required.

## Additional hours

All positions in the Office may be required to work additional hours to meet critical deadlines. This is negotiated with your manager and in most instances advance notice will be given.

## Union membership

Your entitlement to join a registered union is recognised. While you are not obliged to join, the government encourages employees to do so. An application form to join Together Union is included in your induction pack. Your name, the name of your workplace and your workplace location may be provided to Together Union for the purpose of providing them with the opportunity to discuss the benefits of membership with you. If you opt to join the union, please liaise directly with them. For details, refer to [www.together.org.au](http://www.together.org.au).

## Citizenship requirements

Only applicants who meet the following citizenship requirements can be appointed permanently to the Queensland Public Service, in accordance with section 127 of the *Public Service Act 2008*:

- an Australian citizen
- a person who resides in Australia and has permission or a right to be granted permission, under Commonwealth law, to remain in Australia indefinitely
- a New Zealand citizen who has a special category visa or a right to be granted a special category visa under the *Migration Act 1958* (Cwth).

To be eligible for temporary appointment you must provide proof that you can legally work in Australia.

## No smoking policy

A non-smoking policy is effective in Queensland Government buildings, offices and motor vehicles.

## Records and information management

Queensland Ombudsman employees are responsible for the effective management of Office information (e.g. records, documents and data) and communication devices (e.g. email, internet and telephone). Information must be managed in accordance with information management policies and procedures.

## The role description

The role description contains information about the job responsibilities and what the panel will look for in the selection process.

Key elements to consider when preparing a written application statement are:

**Key responsibilities** – this is focused on the main duties the role undertakes. Take the time to carefully read the ‘about the role’ and ‘key responsibilities’ sections so you develop a good understanding of what would be required to perform the role.

**Are you the right person for the job?** – this section describes the competencies the recruitment panel will be looking for in the selection process. The information used in this section has been developed using the Public Service Commission’s ‘Leadership Competencies for Queensland’ and adapted to the work of the Office.

## Application format

Prepare your application carefully and respond to the requirements set out in ‘Interested in applying’. This may vary between roles. Your application should demonstrate good readability and professional standards. This includes the use of 10~12pt size font (Arial or Calibri as a guide) and appropriate page margins.

## How to apply

Applications are to be lodged through the Smart jobs and careers website [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au). To access the ‘apply online’ facility on the Smart jobs and careers website, a ‘My SmartJob’ account will need to be created before submitting the application online.

By applying online, applications can be tracked through the process, personal details maintained and applications can be withdrawn if required.

If technical difficulties are experienced when accessing [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au) please contact 13 74 68.

For all queries relating to the status of applications once the job has closed, or if an application cannot be applied for online, please email [jobs@ombudsman.qld.gov.au](mailto:jobs@ombudsman.qld.gov.au).

All applications must be received by the closing date, which is listed on the role description. Late applications

cannot be submitted via [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au), so please allow enough time before the closing date to submit an application. If you are seeking approval for a late application to be considered, please email [jobs@ombudsman.qld.gov.au](mailto:jobs@ombudsman.qld.gov.au) to request this from the Selection Panel.

Hand delivered applications will not be accepted.

**Please note:** Any documents sent via Smart jobs or email must be in Microsoft Word 2003 or above, Open Office or PDF.

## The selection process

The basis of all appointments is merit. The successful applicant will be the most meritorious applicant. To assist in determining this, a number of selection techniques may be used, such as the requirement of a written application, an interview, ability tests, reference checks and individual or group exercises.

The application is the initial stage of assessment in the selection process. Applicants will generally be short-listed for an interview based on how well they meet the key capabilities for the position as detailed in the role description.

Applicants who are invited to interview need to provide certified documentary evidence to the panel to allow for further consideration of their application of their:

- qualifications
- citizenship/visa status
- driver’s licence (for certain positions).

All applications will be treated in confidence. Applications will remain current for a period of 12 months and may be considered for other vacancies, including an alternative employment basis (temporary, full time or part time).

## Employment screening and referee checks

Pre-employment screening will be undertaken for the recommended applicant/s.

Shortlisted applicants will be asked to complete:

- a disclosure of any serious disciplinary action
- an ‘authority to conduct pre-employment checks’ form to provide consent to pre-employment screening.

Screening may include a criminal history check and checking of identity, educational qualifications, employment history and professional memberships. It may also include other relevant research such as internet searches and searches of social media applications.

A criminal conviction or charge will not automatically exclude an applicant from consideration for appointment.

Referee checks are an integral part of the selection process. Referee checks may be undertaken to verify the

claims made by you in relation to the assessment criteria and to gather further information in relation to an applicant's work performance. At any time during the selection process the panel may contact nominated referees to verify the information provided.

Where selection panels are made aware of adverse information about an applicant and that information is taken into account by the panel such that it adversely affects the proposed selection outcome, the information must be communicated to the applicant who must be given the opportunity to respond. Any response from the applicant must be documented and considered by the panel ahead of making their final recommendation.

### Seeking feedback on the selection outcome

All applicants will be informed by email of the outcome of the selection process once the selection process has been finalised. Feedback on applications or interviews can be coordinated through the chairperson of the selection panel. Feedback is available to all applicants upon request and is based on an assessment of the applicant's merit against the assessment criteria.

### Probation

Probationary periods may apply to permanent employees.

### Driver's licence

The possession of a driver's licence may be required for some roles. Acceptable driver's licences fall into the following categories:

- 'O' (open) or 'P2' (green P plate), and
- 'C' (manual) or 'CA' (automatic) class licence.

Please note that if a licence is listed as required in the role description, 'P1' (Red P plate) licence holders are not eligible as the restrictions of the provisional licence may impact their capacity to carry out the requirements of the role.

### Lobbyist disclosure

In accordance with the whole-of-Government policy on Disclosure of Previous Employment as a Lobbyist, all newly appointed employees to the Office must disclose any employment as a lobbyist in the previous two years. This must be done within one month of commencement.

### Appealing an appointment

If a temporary or permanent employee of the Office of the Queensland Ombudsman believes he/she has genuine grounds for a complaint arising from the application of the Recruitment and selection policy and guidelines, the employee may lodge a complaint, in

accordance with the Office's Managing employee complaints policy or Appeals policy and procedure.

External applicants are not able to appeal an appointment. If you have a complaint about the recruitment process, please email [jobs@ombudsman.qld.gov.au](mailto:jobs@ombudsman.qld.gov.au).

### Access to information

All information submitted by an applicant for a vacancy is subject to both the *Right to Information Act 2009* and the *Information Privacy Act 2009*. As a result, information submitted by any applicant may be subject to release under the relevant Act if requested. Any personal information will not be disclosed without prior consultation with the parties affected by the access application.

Enquiries with respect to the above Acts or their effect on information provided in your application should be directed to the RTI/Privacy Co-ordinator, Office of the Queensland Ombudsman on (07) 3005 7000.

### Further information

Questions about the role should be addressed to the nominated person listed on the role description, preferably via email, [jobs@ombudsman.qld.gov.au](mailto:jobs@ombudsman.qld.gov.au).

### Additional corporate information

Further information about the Office of the Queensland Ombudsman, including the [Client service charter](#) and [Strategic Plan 2018-22](#), can be found on the Office's website, [www.ombudsman.qld.gov.au](http://www.ombudsman.qld.gov.au).

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