

Guidelines for applicants

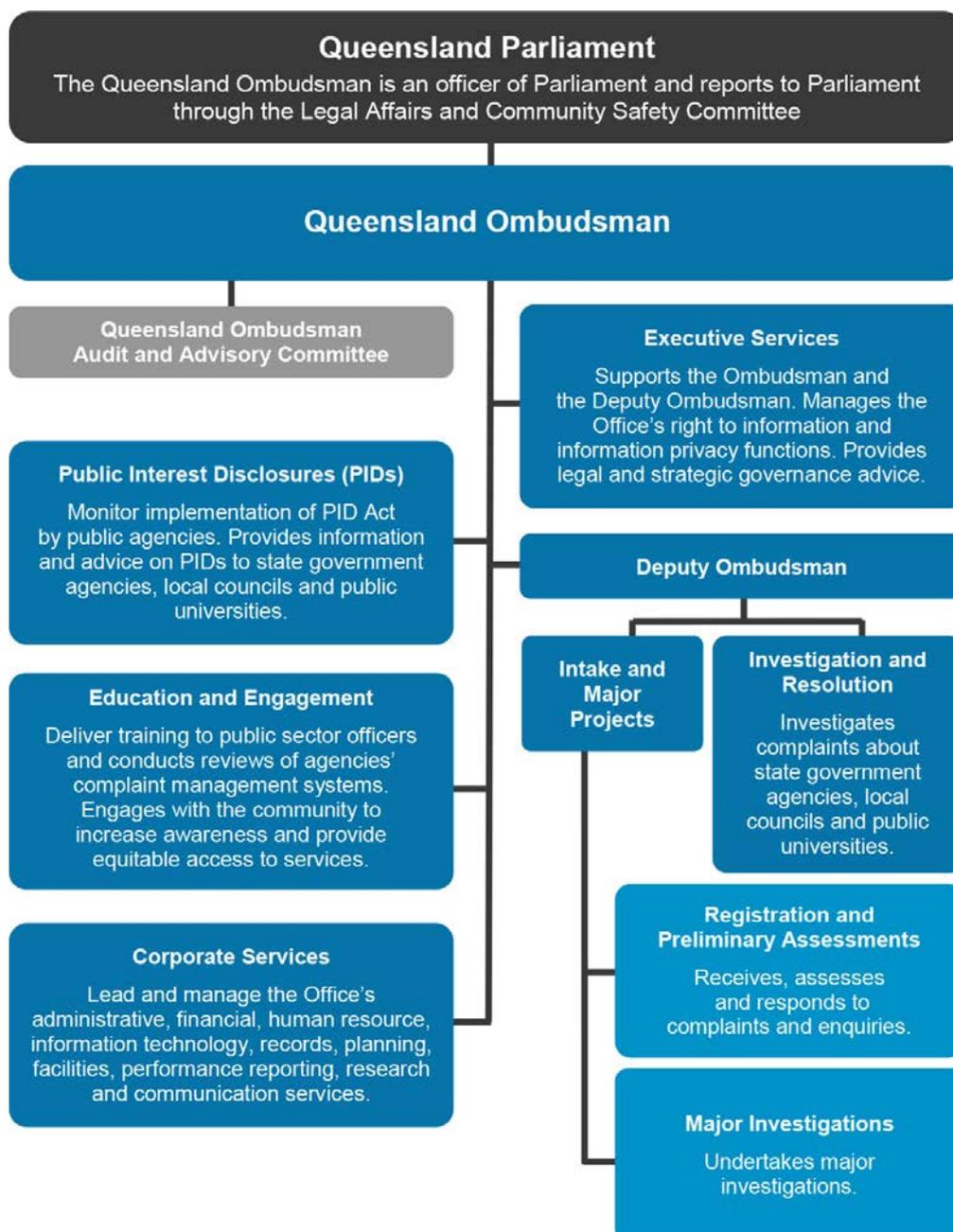
What we do

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

The Office of the Queensland Ombudsman is an equal opportunity employer. People from culturally and linguistically diverse backgrounds, people with a disability, women and Aboriginal and/or Torres Strait Islander peoples are encouraged to apply. If you have any specific adjustments or requirements during the selection process, please notify the contact person listed on the role description.

The role description

The role description contains information about the job and the key capabilities upon which selection of the successful applicant will be based. Key elements to consider when formulating a written application are:

Key responsibilities – this will focus on the core duties that the role undertakes. Time should be taken to carefully read the 'About the role' section so that you develop a good understanding of what duties and responsibilities you would be required to perform if successful.

Key capabilities – these are listed under the heading 'Are you the right person for the job?' The key capabilities and behaviours are what are required to perform the duties of the role. It is important that you follow the instructions provided to apply for the role, including responding to the key capabilities as short-listing is generally based on an applicant's response to these.

Mandatory requirements – where mandatory requirements are stated, applicants should detail their ability to fulfil such requirements. Applicants are to provide certified documentary evidence of meeting mandatory requirements to the panel to allow for further consideration of their application.

The application

Unless otherwise specified, the following information is required to make an initial assessment of an applicant's suitability:

- a written **statement** of no more than two pages that clearly and concisely demonstrates the applicant's ability and experience in relation to each key capability. Applicants should provide examples to support their responses – do not simply state that you meet the capability
- an up-to-date **resume** giving a brief outline of the applicant's work experience including where they have worked, duties performed and the period of employment
- the names of two referees who have a thorough knowledge of the applicant's work performance and conduct. One of the referees must be a current or immediate past supervisor.

How to apply

Applications are to be lodged through the Smart jobs and careers website 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 please contact 13 74 68.

All queries relating to the status of applications once the job has closed should be emailed to jobs@ombudsman.qld.gov.au. If an application cannot be applied for online please email jobs@ombudsman.qld.gov.au.

All applications must be received no later than the closing date, which is found on the advertisement and role description. Late applications cannot be submitted via the Smart jobs and careers website, so please allow enough time before the closing date to submit an application. If approval has been granted by the Selection Panel for a late application to be considered, please email jobs@ombudsman.qld.gov.au to arrange this.

Hand delivered applications will not be accepted.

Please Note: Any documents attached to Smart jobs or submitted by email must be in Microsoft Word 2003 or above, Open Office or PDF.

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.

The selection process

The basis of all appointments is merit. That is 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.

All applications will be treated in confidence. Applications will remain current for a period of 12 months and may be considered for other vacancies which may include 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.

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.

Code of conduct

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.

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.

Intra and interstate 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.

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.

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.

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.

Further information

If you have any questions regarding submitting an application, entitlements and conditions of employment, please contact the Office via email at jobs@ombudsman.qld.gov.au.

Questions about the role should be addressed to the nominated person listed on the role description and advertisement.

Additional corporate information

Public and corporate information about the Queensland Ombudsman's Office can be found on the Office's website at www.ombudsman.qld.gov.au.

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Last updated June 2018