

Office of Fair Trading

Role Description

Position title:	Business Manager	Vacancy ref no:	
Branch/division:	State-wide Operations, Office of Fair Trading	Closing date:	
Location:	Brisbane	Gross fortnightly salary:	\$0000.00 - \$0000.00
Classification:	AO8	Gross yearly salary:	\$00000.00 - \$00000.00pa
Status:	Permanent for months. Hours will be negotiated with the successful applicant (Refer to <i>Applicant Information Package</i>).	Total remuneration: (includes gross yearly salary plus employer superannuation contributions of 12.75% and annual leave loading of 17.5%):	\$00000.00 - \$00000.00pa
Contact name and title:	Sharon Simmers, Director State-wide Operations		
Phone:	07 3008 5835		

About the Department

The Department contributes to a fair and just society and safe, healthy, productive workplaces and community.



Queensland
Government

About the Business Area

Operating from within the Office of Fair Trading, State-wide Operations delivers fair trading services at eight regional offices, located in Cairns, Gold Coast, Mackay, Rockhampton, Sunshine Coast, Toowoomba, Townsville and Wide Bay. At these offices we:

- manage consumer complaints
- investigate possible breaches of fair trading legislation
- participate in the state-wide proactive compliance program and run local compliance operations
- enforce fair trading legislation through the courts and the Queensland Civil and Administrative Tribunal
- undertake fair trading awareness programs including through the media, displays, visits to businesses, and presentations to community and industry groups
- offer counter services for licence and certificate applications.

Career Development

The office comprises a Director, Business Manager, Service Development Coordinator, Project and regional support officer, Senior Service Delivery Officer and an Administrative Officer

Conditions and benefits

Refer to the Applicant Information Package for more details about conditions and benefits of working with DJAG.

About the Role

Operating from within Fair Trading Operations you will be involved in the management and coordination of service delivery, performance and resource management to ensure quality service provision and effective resource utilisation in a decentralised and dynamic service delivery network.

Key Responsibilities

- Coordinate the implementation and auditing of Office of Fair Trading's priorities and initiatives throughout regional offices
- Develop, negotiate and manage Office of Fair Trading's Service Level Agreements with external agencies, such as Smart Service Queensland (SSQ)
- Oversee performance management of regional operations to ensure achievement of agreed deliverables by regional offices on behalf of the Office of Fair Trading
- Provide high-level advice, analysis and resolution of complex issues, including analysis of investigation files and enforcement outcomes, as required
- Oversee the implementation of change management activities and strategies required to support the implementation of service integration and of significant national and domestic reform agendas
- Represent the Office of Fair Trading at intra-agency, inter-agency, industry and community forums; contribute to the implementation of strategies to raise awareness of fair trading issues including through appropriate use of the media.

How you will be assessed

Within the context of the role described above, the ideal applicant will be someone who can demonstrate the following key attributes as they apply to the key responsibilities of the role.

The ideal applicant will demonstrate the following key attributes as they apply to the key responsibilities of the role:

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1. **Shapes strategic thinking – shows judgement, intelligence and commonsense**
Undertakes objective, systematic analysis and draws accurate conclusions based on evidence. Recognises the links between interconnected issues. Breaks through problems and weighs up options to identify solutions
2. **Achieves results – steers and implements change and deals with uncertainty**
Establishes clear plans and timeframes for project implementation and outlines specific activities. Responds in a positive and flexible manner to change and uncertainty. Shares information with others and assists them to adapt.
3. **Cultivates productive working relationships – facilitates cooperation and partnerships**
Involves people, encourages them and recognises their contribution. Consults and shares information and ensures others are kept informed of issues. Works collaboratively and operates as an effective team member.
4. **Exemplifies personal drive and integrity – displays resilience.**
Persists and focuses on achieving objectives even in difficult circumstances. Remains positive and responds to pressure in a controlled manner. Continues to move forward despite setbacks.
5. **Communicates with influence – communicates clearly**
Confidently presents messages in a clear, concise and articulate manner. Focuses on key points and uses appropriate, unambiguous language. Selects the most appropriate medium for conveying information.

* These attributes are based on the Queensland Public Service (QPS) Capability and Leadership Framework and have been tailored for this department.

Mandatory Qualifications, Conditions and Requirements

Prior to appointment, as the successful applicant you are required to undergo an investigation that satisfies the Executive Director that you are of good repute – for candidates with previous public sector employment, including the Queensland Police Service, this will include obtaining disciplinary information from the relevant employers and the Crime and Corruption Commission.

Interested in applying?

Applicants are encouraged to read the Applicant Information Package as it contains information to assist with understanding the department's recruitment and selection process.

To be considered for this role, please provide the following information to the selection panel for assessment of your suitability:

- A completed Application for Advertised Vacancy form (not required if applying on Smartjobs)
- An application Cover Sheet or covering letter
- A statement (2 pages maximum), including examples, outlining your suitability for the role by addressing the key attributes under '**How you will be assessed**'.
- The statement must be in Arial Font size 11. Please Note: Your statement may be considered as an example of your written communication skills.

- Your current resume

People from diverse backgrounds including non-English speaking backgrounds, people with a disability, women, and Aboriginal and Torres Strait Islander people are encouraged to apply.

How to submit an application

Applying online through the Smart jobs 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.

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 the 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 this.

Hand delivered applications will not be accepted.

Additional Information

Applications to remain current for 12 months.

The incumbent may be required to work hours outside the normal work hours.

A criminal history check will be undertaken for this position on any recommended applicant due to the nature of the work involved.

This role involves child-related duties as defined under section 156 of the *Public Service Act 2008*. Prior to commencing employment, the recommended applicant will be required to obtain a blue card if one is not already held.

Intrastate and interstate travel will be required.

A Queensland 'C' class driving license is required.

It is mandatory for all new employees appointed to a position in Queensland Corrective Services, under the *Corrective Service Act 2006*, undergoes a criminal history check, regardless of the role and condition of employment.

For details regarding salary information, leave entitlements, flexible working arrangements and other benefits for this position please refer to the Applicant Information Package.

Further information about the department is available from our [website](#).

A minimum probation period of 3 months may apply.

All newly appointed public service employees who have been employed as a lobbyist in the previous 2 years are required to provide a disclosure to the Director-General within 1 month of commencement in accordance with *Disclosure of Previous Employment as a Lobbyist Policy*.

Any applicant recommended for appointment who is a current or previous public sector employee is required to disclose previous serious disciplinary action taken against them. If recommended for appointment the Panel Chair will contact the applicant further to discuss this requirement.

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

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Note: To determine any specific detail contained in the search you may apply in writing to QBCC for access to specific documents under the Right to Information Act 2009 by contacting your nearest QBCC office. A fee and processing time of up to 35 business days applies.

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