



## Application Guide – Operational Officer

The selection and appointment procedures of the Queensland Fire and Emergency Services (QFES) are guided by legislation and standards common to all government departments.

Merit is the basis for selection, and this is gauged by how well you satisfy the accountabilities and attributes of the role outlined in the 'Your key accountabilities' section in the role description. In choosing the right person for this role we will consider what you have done previously – the knowledge, skills, abilities, aptitude and experience you've built, your potential for development, and your personal qualities.

The aim of this Application Guide is to assist you in understanding the requirements of the position and to allow you to assess your suitability to undertake the role and to assist you in preparing your application.

### Role description

A role description is a document which describes the work to be performed and the requirements needed to perform the work (your key accountabilities) of individual positions. The role description should be read carefully as it describes the nature of the position as well as the qualifications, skills, knowledge and aptitude required to do the job. It will help you decide if the role is right for you.

Navigate to the employment tab and select current vacancies to view role descriptions for advertised positions via the QFES Career Opportunities webpage – <https://www.qfes.qld.gov.au/careers-and-volunteering> for external candidates, and via your Nexus Careers tile for internal candidates.

### How to apply

Stream:	CV / Resume	Statement of Suitability	Training Record
Fire and Rescue	Max 6 A4 pages	Max 2 A4 pages	Max 2 A4 pages
Rural Fire Service	Max 6 A4 pages	Max 2 A4 pages	Max 1 A4 pages
Fire Communications	Max 6 A4 pages	Max 2 A4 pages	Not required

#### To apply for this role please provide the following:

1. **A current resume** detailing your knowledge, skills and experience in relation to the information contained in this role description, including the names and contact details of two referees. Your referees should have a thorough knowledge of your work performance and conduct, and it is preferable to include your current, immediate supervisor. It is a requirement of the selection process that your **resume not exceed six (6) A4 pages in length**.
2. **A statement of suitability** outlining your qualifications, experience, achievements and capabilities relating to the **key accountabilities and capabilities** required of the position, as outlined by the role descriptor. It is a requirement of the selection process that your **statement of suitability not exceed two (2) pages in length and Font to be no smaller than Arial 10**.
3. **A summary of your training records**. It is a requirement of the selection process that your summary of QFES **training records not exceed the required\* pages in length and Font to be no smaller than Arial 10**. **DO NOT** attach your full Learning Management System (LMS) training record.

Your statement should outline how your qualifications, experience, achievements and capabilities relate to the duties of the position. Give examples, including outcomes achieved, which demonstrate your suitability for the role. It is important to present your information in a logical, clear and concise way and provide the example that best demonstrates your skills, knowledge and abilities. As a guide, it is recommended that when providing examples, you identify the context, the content and the outcomes of each example.

QFES has adopted the Leadership Competencies for Queensland (LC4QLD) framework. You should read through the behavioural indicators for the relevant leadership 'stream' within the framework for the position that you are applying for. This stream can be found in the role description under the 'capability' heading along with the leadership competencies required to perform the role. For information about the LC4QLD framework please refer to <https://www.forgov.qld.gov.au/leadership-competencies-queensland>.

Whilst you are not required to specifically address each of the requirements of the relevant stream in the LC4QLD in your application, the selection panel will assess these holistically through your resume, your statement of suitability and during the interview phase of the process if you are successful in being short-listed for the role.

Failure to provide the requested information will result in your application not being considered.

The selection process will start with short listing and will be determined on how well you address the requirements outlined. Both your statement of suitability and your resume or CV will be used to assess your suitability. Based on this, we will select applicants to proceed to the next phase of assessment, which could involve a work test, an interview or other selection techniques.

## Lodgment of applications

Applications are to be submitted **online** as outlined below.

### External Candidates

- Navigate to the employment tab and select current vacancies to view opportunities via the QFES Career Opportunities webpage at <https://www.qfes.qld.gov.au/careers-and-volunteering>
- You need to create a 'Candidate Profile' account before submitting your online application.
- You can 'save' your application and submit later, allowing you to organise your attachments for submission at a later time, but by the closing date.

### Internal Candidates

- Via the Careers tile on Nexus.
- You need to ensure you have created/updated your 'Candidate Profile' account before submitting an online application.
- You can 'save' your application to submit later, allowing you to organise your attachments for submission at a later time, but by the closing date.

If you experience any technical difficulties when accessing the QFES Careers page, contact the Nexus Support Team on 1300 2 NEXUS (1300 2 63987) between 7.30am-3.30pm Monday to Friday. All calls relating to the status of your application once the job has closed, should be directed to the 'Contact officer' detailed within the role description.

If you have any problems relating to uploading your application please contact [talent.acquisition@qfes.qld.gov.au](mailto:talent.acquisition@qfes.qld.gov.au) or telephone 07 3635 1930. It is highly recommended you check you have correctly uploaded all required documents to your application. Documents attached to your candidate profile will not automatically transfer to your application. QFES will not take responsibility for incorrectly attached documents or a candidate's failure to attach documents to their application.

If you do not have internet access and are unable to submit your application online please discuss this with the contact officer between 9:00am to 5:00pm Monday to Friday, to enquire about alternative arrangements.

Hand delivered applications **will not** be accepted.

Before lodging your application, you should use the following checklist:

- Does your application include your name and the vacancy reference number on the header/footer?
- Have you carefully read the role description?
- Have you observed any mandatory requirements?
- Have you observed any specified page limit?
- Have you observed the application closing date and time?
- Are you happy with your finished product (quality assurance)?

## Receipt of applications

Complete applications must be received no later than midnight on the specified vacancy closing date. Please allow enough time before the closing date to submit your application.

## Late applications

Selection panel conveners have the discretion to consider late applications provided they are satisfied exceptional circumstances exist which prevented the applicant from submitting a completed application by the closing date. Applicants should be aware that short listing can occur at any stage from the time applications close, and failure to supply full details in time may result in the application not being considered.

If you wish to submit a late application after the closing date, please discuss this with the contact officer. Alternatively, phone or email QFES Talent Acquisition team on 07 3635 1930 or [talent.acquisition@qfes.qld.gov.au](mailto:talent.acquisition@qfes.qld.gov.au) who will provide you with recommendations to proceed further. If granted, you will be provided with a link to submit your application within a specified timeframe.

## Changing your details

If your personal details change after you have submitted your application, you need to advise QFES. Please email the contact officer for the advertised job and ensure the job ad reference number and position title appears in the email subject line.

You can then update the relevant details in your Candidate Profile online via the relevant QFES Career Opportunities site/tile for future use.

## Withdrawing an application

Applicants have the option to withdraw their online application **at any time** via the relevant QFES Career Opportunities site/tile. You will receive written notification that your application has been withdrawn. Applicants who withdraw an application online before the closing date will be able to resubmit an application for the same vacancy online **prior to the closing date**.

## Additional information

Should you require any further information please contact the officer whose name appears against "Contact Officer" on the role description.

Applications will remain current for a period of up to 12 months and may be considered for other vacancies.

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

You must be an **Australian citizen or you can reside in Australia and have permission under Commonwealth law to work in Australia and remain in Australia indefinitely** to be permanently appointed to the Queensland Public Service (section 47 of the *Public Sector Act 2022*).

Appointment to this position within QFES will be made pursuant to the provisions of the *Fire and Emergency Services Act 1990*. Terms and conditions of employment will be in accordance with legislative provisions and agreements.

Appointment to this position may be subject to a probationary period of not less than three months, unless otherwise determined.

Applicants may be required to complete aptitude and psychological assessments to evaluate whether or not they have the necessary aptitude and psychological characteristics to perform the inherent requirements of the role.

Appointment of external applicants will be subject to a full medical examination.

If you are an unsuccessful applicant, you may request formal feedback once the appointment of the successful applicant/s has been finalised. Through the *Public Sector Regulation 2023*, QFES applies the current Recruitment and Selection Directive.

A successful applicant who has been employed as a lobbyist in the previous two years is to provide a statement outlining lobbying activities within one month of taking up duty.

All employees are expected to be fully aware of and remain compliant with the department's information security policies and procedures.

Delegations and authority to act – this position may be required to exercise certain powers in accordance with legislation. Refer to the department's 'Instruments of Delegations of Powers' for details.

This position may have financial delegation in accordance with the departments Financial and Travel Delegations and may have human resource delegations in accordance with the HR Delegations and Approval Authority manuals.

All staff must comply with their responsibilities under the:

- **The Work Health and Safety Act 2011 -** <http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/W/WorkHSA11.pdf>
- **The Code of Conduct: For the Queensland Public Service –** <https://www.forgov.qld.gov.au/code-conduct-queensland-public-service> by upholding the ethics principles and values in accordance with the *Public Sector Ethics Act 1994* and the prevention of fraud and corruption.

## Employment screening

Appointment to this role will be contingent on the satisfactory outcome of employment screening checks, including a criminal history check and/or integrity checks.

You will be required to disclose any criminal history and/or charges (including convictions which are not recorded), at the time of interview, as per the provisions of the *Criminal Law (Rehabilitation of Offenders) Act 1986, section 9A(1)*. You will also be required to disclose any serious disciplinary action taken against you in accordance with the Queensland Public Sector Commission (PSC) Directive – Recruitment and Selection.

A criminal conviction or charge will not automatically exclude you from consideration.

All personal information obtained in the application process will be treated confidentially and held securely by the department. Applicants who have lived or worked overseas will be required to provide a current police clearance. Failure to disclose your criminal history is an offence under the *Corrective Services Act 2006*.

If you do not consent to a criminal history check, QFES will be unable to advance your application.

## Working with children (*Risk Management and Screening*) Act 2000

The position you are applying for requires a Queensland registered blue card (working with children check) as the usual functions of the position fall within regulated employment under the *Working with Children (Risk Management and Screening) Act 2000*.

QFES has assessed the position according to these requirements and the process requires the applicant to provide evidence of holding a current a blue card from Blue Card Services to apply for this position. The successful candidate will need to hold a current blue card before commencing work.

## Natural justice

In the interests of natural justice, should information become available through employment screening processes which may preclude an application from progressing further, the applicant will be provided with a copy of the information used to inform the decision, and a reasonable opportunity to make written representations as to why they believe the information obtained through the screening process should not render them unsuitable to perform the duties, in accordance with the Queensland PSC – Section 7.1 (G)(i) of the Employment Screening Directive.

## Join our team

QFES is committed to exemplifying our shared values of **Respect, Integrity, Courage, Loyalty** and **Trust** and partnering with its workforce to become an Employer of Choice.

QFES is committed to building an inclusive and diverse workforce that better reflects the community we serve and treating all applicants equitably. This starts with recruitment including making reasonable adjustments to support applicants at all stages of the process. QFES values our cultural capability as we create a positive and healthy workplace culture that respects, protects and promotes the human rights and inclusion and diversity of all our people. Further information is available at:

- [www.forgov.qld.gov.au/about-public-service](http://www.forgov.qld.gov.au/about-public-service)
- [www.forgov.qld.gov.au/humanrights](http://www.forgov.qld.gov.au/humanrights)

QFES is proud to be accredited as a White Ribbon Workplace and is committed to taking active steps and making a positive difference for those affected by domestic and family violence by providing appropriate safety and support measures for staff and volunteers and their families.

QFES is supportive of a flexible workplace which assists employees to achieve a balance between work, family and personal responsibilities. A range of flexible work arrangements are available to employees. Flexible work practices aim to achieve a mutually beneficial outcome which supports an inclusive and constructive workplace. Each request will be considered on a case by case basis assessing the operational needs of the organisation and associated costs and benefits.

In accordance with the department's inclusion and diversity policies, applications are encouraged from:

- People of Aboriginal or Torres Strait Islander backgrounds
- Women
- People with disabilities
- LGBTIQ+ people
- People with caring responsibilities
- People from culturally and linguistically diverse backgrounds

Appointment to an identified role will be subject to the provision of information outlining your Aboriginal and/or Torres Strait Islander descent as per the genuine occupation requirements under s25 of the *Anti-Discrimination Act 1991*.

- [www.forgov.qld.gov.au/cultural-transformation](http://www.forgov.qld.gov.au/cultural-transformation)
- [www.forgov.qld.gov.au/inclusion-and-diversity-commitment](http://www.forgov.qld.gov.au/inclusion-and-diversity-commitment)