



Australian Government

Comcare

Property & Services Officer

Position Number: 03108

APS Level 2

Property & Services Section

Corporate Services Branch

Ongoing Vacancy – Full Time

Melbourne

\$42,403 to \$46,975 plus superannuation

Contact Officer

Shaun Watson, Assistant Director Property & Services on (02) 6225 2349

Closing Date

11 March 2010 at 11.00pm (Eastern Standard Time)

Submitting Your Application

1. In one combined application document include
 - a. Your completed application **Cover Sheet** (the last page of this document),
 - b. A statement addressing the **Selection Criteria**; and
 - c. Your **Resume** outlining your work history, relevant qualifications and training.
2. **[APPLY Online](#)** - When applying you will be asked to upload your combined application and enter your relevant personal and work details.

ABOUT THE BRANCH:

The Corporate Services Branch is led by the General Manager, who is a member of Comcare's Executive. It is made up of five sections:

- ★ Human Resources Section
- ★ Financial Services Section
- ★ Property & Services Section
- ★ Information Systems Section
- ★ Business Engagement and Solutions

Corporate Services Branch provides a broad range of advice, services and support. It takes a lead role in ensuring that Comcare meets its corporate responsibilities as well as working with other branches to enable the achievement of core business objectives.

OVERVIEW OF THE SECTION:

The Property and Services Section provides corporate support services to all areas within Comcare. The section is responsible for the management of property, accommodation and corporate services. Corporate Services branch provides management of the records management services including Records and Mail Centre, Records Management, Fleet Management and the procurement of core goods and services.

OVERVIEW OF THE ROLE:

The main function of this role is to provide administrative support in the Comcare Melbourne office for Corporate Services. As a Property & Services Officer you will foster a spirit of client focussed service delivery and ensure that Comcare's corporate services are delivered in a timely and professional manner to ensure the office environment is fit for purpose.

PRIMARY RESPONSIBILITIES (DUTY STATEMENT):

Reporting to the Assistant Director Property and Services the successful candidate will:

1. Under direction assist in the provision of corporate functions including; telephone calls, faxes, email, mail and courier services, maintaining stores and stationery deliveries.
2. Assist in the maintenance and servicing of office equipment including the logging of maintenance tasks with building management and assisting in the delivery of Property and Services tasks. Assist with training and meeting room set-up, video conferencing facilities and clean up after meetings.
3. Assist with Melbourne office security passes to employees, visitors and office alarm testing.
4. Provide support to the Property and Services and IT teams as required.

5. Provide assistance with the purchasing of office equipment, and issuing of cab charge vouchers.
6. Provide reception duties.
7. Actively develop and maintain working relationships across the organisation and with employers and other stakeholders.
8. Commit to, promote and model the APS Values and APS Code of Conduct.
9. Participate in corporate learning and development activities.
10. Represent the organisation to client agencies and other external forums.

SPECIFIC CONDITIONS OF EMPLOYMENT:

1. 6 months probationary period
2. Australian Citizenship
3. Security Clearance (Restricted and In-Confidence) and Character Clearance (Police Records Check)
4. Health Assessment

For information on conditions of employment, please refer to our website http://www.comcare.gov.au/careers/working_at_comcare

KEY RELATIONSHIPS:

The Property & Services Officer works directly to the Assistant Director Property and Services and will build and cultivate strong relationships with a wide range of stakeholders in order to provide high quality services to our clients.

Internal:

- Comcare Executive
- Senior and other Staff

External:

- Commonwealth Agencies
- Melbourne Office Building Site Manger

THE SELECTION PROCESS:

Comcare uses merit in our competitive selection process. The standard process involves assessing a person against the selection criteria for the relevant position. Comcare's processes are likely to take approximately eight weeks for short listing, interviewing, reference checking and offers to be made.

HOW TO ADDRESS THE SELECTION CRITERIA:

The selection criteria describe the capabilities, skills and knowledge required to achieve the outcomes of the role. Your Statement of Claims against the selection criteria is your opportunity to demonstrate your competency to the selection panel, and is the most important factor in determining whether your application will be short-listed for further consideration. It is recommended that you frame your Statement of Claims against the selection criteria in the context of the primary responsibilities of the role and the qualifications and/or experience identified as a requirement for the position. Your claims against each criterion should be no longer than a page.

It is important that you demonstrate how you will be of value to the job and the organisation. Make sure you adequately address each selection criterion and provide evidence of your suitability. Do not simply state that you meet the requirements of the selection criteria. Give examples from your current or past role(s) which demonstrate how you meet the criterion. Utilising the STAR Approach will assist you responding to the selection criteria. The STAR Approach is one way of presenting information against selection criteria. For each criteria think about the following and use these points to form sentences:

- Situation: Set the context by describing the circumstance whether you used the skills or qualities and gained the experience.
- Task: What was your role?
- Approach: What did you do and how did you do it?
- Result: What did you achieve?
What was the end result and how does it relate to the job you are applying for?

For more information on how to apply for jobs in the Australian Public Service please go to <http://www.apsc.gov.au/publications07/crackingthecode.htm>

SELECTION CRITERIA:

The following selection criteria are based on Integrated Leadership System <http://www.apsc.gov.au/ils/index.html> and Comcare's Capability Framework.

1. Supports strategic thinking

Tell us about a time when your work was affected by a significant change in your organisation or work area.

- What was your role? In which area did you work?
- How did you ensure you understood the role of your work area?

- How did the change the functioning of your area and/or affect what you did?
- How did you contribute to any changes to your work area that were required because of the change?

2. **Achieves results**

Tell us about a time when you had to organise your time to complete multiple tasks to meet deadlines.

- What was the situation you were in and what role were you performing?
- What strategies did you do to manage your time?
- How did you decide on how to prioritise your work?
- What was the outcome?

3. **Cultivates productive working relationships**

Tell us about a time when you made a positive contribution to a team that you were working in.

- What was the situation and your role?
- What was the nature or purpose of the team you were working in?
- What did you do?
- What was the outcome?

4. **Exemplifies personal drive and integrity**

Tell us about a time when you have had to remain positive and focussed in a difficult situation.

- What was the situation you were in and what was the difficult about it?
- What did you do to maintain your focus?
- What was the outcome in terms of the tasks you were engaged in?

5. **Communicates with influence**

Give us an example of a time when you drew on your own knowledge or skills to improve on a procedure or way of doing things.

- What was the situation? How did you become aware of a need for improvement?
- Which skills did you draw on?
- Which steps did you take to improve the process?
- What were the effects of your actions?
- What did you learn from this experience?

COMCARE'S VISION:

Comcare's vision is to achieve Australia's Safest Workplaces

ACHIEVING OUR VISION:

Work in partnership with our customers to reduce the human and financial costs of workplace injuries and disease in the jurisdiction.

WHAT WE DO:

- Work with the Safety, Rehabilitation and Compensation Commission to ensure the effective operation of the Comcare scheme. It achieves this through the regulation of:
 - » Occupational health and safety under the Occupational Health and Safety Act 1991; and
 - » Rehabilitation and compensation under the Safety, Rehabilitation and Compensation Act 1988
- Manage workers' compensation claims of Australian government and ACT government employees.
- Manage the common law asbestos claims of the Australian government.
- Provide secretariat, policy and legislative support to the Seafarers' Safety, Rehabilitation and Compensation Authority (Seacare).

COMCARE STRUCTURE:

The Chief Executive Officer of Comcare is Paul O'Connor. He is assisted in the strategic leadership of the agency by the Deputy CEO, five General Managers and the position of General Counsel. Comcare is structured around the following Branches:

- Claims Services
- Prevention & Rehabilitation
- Assurance
- Research & Policy
- Legal Services
- Corporate Services

Comcare has some 570 staff located in Canberra and all states, except Tasmania. It undertakes assurance and compliance activities out of all its offices. Additionally, Comcare undertakes education and prevention assistance and injury management services in its Canberra head office and in its Melbourne office. Comcare has an annual recurrent budget in excess of \$300 million and manages outstanding workers' compensation claims liabilities of appropriately \$2.5 billion.

COMCARE EMPLOYEES ARE GUIDED BY THE FOLLOWING THEMES:

- **partnerships** – based on informed trust and how we're working with our partners
- **accountability** – we are held to account for our decisions. We need to be able to explain our decisions; our work must be sustainable through a system of appeals
- **engagement** – we want to work in Comcare
- **authenticity** – we bring ourselves to work
- **empathy** – we understand what our partners think and feel. To do our job well we must be able to walk in their shoes
- **consultation** – we involve others in our decisions because what we do impacts on others. We observe procedural fairness and recognise the value of communications skills
- **decisiveness** – we need to do what needs to be done and when it needs to be done. How we plan to engage with our mistakes is important.

COMCARE LEADERSHIP VALUES:

Displaying energy and enthusiasm for Comcare and its goals

- Championing the interests of Comcare as a whole
- Playing the issue not the person
- Identifying and resolving issues constructively.

Being committed to an open and trusting workplace

- Setting a high priority to people management
- Supporting my colleagues
- Providing strong encouragement and constructive feedback on performance and career development
- Acting as a coach and mentor to those who value my experience
- Taking personal responsibility for sharing information.

Challenging the way we do our business (why and how)

- Being open to new information and ideas
- Encouraging a diversity of perspectives
- Suggesting ways of improving how things are done
- Sensibly managing and taking risks - learning from unsatisfactory outcomes
- Keeping on learning.

AUSTRALIAN PUBLIC SERVICE VALUES:

- ★ The APS is apolitical, performing its functions in an impartial and professional manner.
- ★ The APS is a public service in which employment decisions are based on merit.
- ★ The APS provides a workplace that is free from discrimination and recognises and utilises the diversity of the Australian community it serves.
- ★ The APS has the highest ethical standards.
- ★ The APS is openly accountable for its actions, within the framework of Ministerial responsibility to the government, the Parliament and the Australian public.
- ★ The APS is responsive to the Government in providing frank, honest, comprehensive, accurate and timely advice and in implementing the government's policies and programs.
- ★ The APS delivers services fairly, effectively, impartially and courteously to the Australian public and is sensitive to the diversity of the Australian public.
- ★ The APS has leadership of the highest quality.
- ★ The APS establishes workplace relations that value communication, consultation, co-operation and input from employees on matters that affect their workplace.
- ★ The APS provides a fair, flexible, safe and rewarding workplace.
- ★ The APS focuses on achieving results and managing performance.
- ★ The APS promotes equity in employment.
- ★ The APS provides a reasonable opportunity to all eligible members of the community to apply for APS employment.
- ★ The APS is a career-based service to enhance the effectiveness and cohesion of Australian's democratic system of government.
- ★ The APS provides a fair system of review of decisions taken in respect of APS employees.

AUSTRALIAN PUBLIC SERVICE CODE OF CONDUCT:

- ★ An APS employee must behave honestly and with integrity in the course of APS employment
- ★ An APS employee must act with care and diligence in the course of APS employment
- ★ An APS employee, when acting in the course of APS employment, must treat everyone with respect and courtesy, and without harassment.
- ★ An APS employee, when acting in the course of APS employment, must comply with all applicable Australian laws. For this purpose, Australian law means any Act or an instrument made under an Act or any law of a State or Territory, including any instrument made under such law.
- ★ An APS employee must comply with any lawful and reasonable direction given by someone in the employee's Agency who has authority to give the direction.
- ★ An APS employee must maintain appropriate confidentiality about dealings that the employee has with any Minister or Minister's member of staff.
- ★ An APS employee must disclose, and take reasonable steps to avoid, any conflict of interest (real or apparent) in connection with APS employment.
- ★ An APS employee must not provide false or misleading information in response to a request for information that is made for official purposes in connection with the employee's APS employment.
- ★ An APS employee must not make improper use of inside information or the employee's duties, status, power or authority in order to gain, or seek to gain, a benefit or advantage for the employee or for any other person.
- ★ An APS employee must at all times behave in a way that upholds the APS Values and the integrity and good reputation of the APS.
- ★ An APS employee on duty overseas must at all times behave in a way that upholds the good reputation of Australia.
- ★ An APS employee must comply with any other conduct requirement that is prescribed by the regulations.

EMPLOYER VALUE PROPOSITION:

Comcare has established an Employee Value Proposition. As an employer, Comcare is committed to providing with:



DYNAMIC ORGANISATION

It's a great time to work with Comcare.
Get onboard and make a difference!



GENEROUS LEAVE ENTITLEMENTS

Comcare's current Collective Agreement sets out some very attractive leave entitlements.



STUDY LEAVE / STUDY OPTIONS

Up to \$3,000 per year study assistance/5 hours per week paid study leave.



LIFE BALANCE

Flexible working arrangements, employee wellness programs and employee assistance programs.



LEARNING & DEVELOPMENT

Structured on the job training + a year round calendar of professionally facilitated relevant courses.



CAREER PATHWAY

Comcare's capability and career framework allows you to easily identify the skills and competencies required in order for you to move up and along your desired career path.



PERFORMANCE MANAGEMENT

Achieve results through Performance Management. Everybody at Comcare has Individual Action Plan (IAP). Pay point advancements are available through this process.



REWARD & RECOGNITION

Comcare recognises that high performing staff are the key to its success, that's why staff who perform well are rewarded for their efforts through a formal reward and recognition process.



CHRISTMAS CLOSEDOWN

Comcare offices are closed from 12.30pm the last working day before Christmas to the 2nd of January giving all employees a break and a chance to spend some time with family and friends.



GENEROUS REMUNERATION

Comcare is able to offer generous remuneration points on engagement dependent on skills and experience.

Application Cover Sheet

Tip: Complete and save this form before commencing your on-line application.

Vacancy Details:

Job Title	Property & Services Officer		Branch	Corporate Services	
Position Number	03108	Classification	APS Level 2	Location	Melbourne

Personal details:

Surname			Given Name(s)		
Title (Mr/Mrs/Miss)			Date of Birth (optional)		
Address			State		P/Code
Phone Number			Mobile Number		
Email Address					

Employment Details: If you are not currently employed in the APS some of the following may not be relevant.

Name of Employer			Your Position/Title		
Are you currently working in the Australian Public Service?				YES / NO	
If yes,	ONGOING / NON-ONGOING / CONTRACTOR				
Substantive level			Acting level		

Employment Conditions:

Are you an Australian citizen?	YES / NO				
Have you received a redundancy benefit from an APS Agency, Parliamentary Service, or the Murray-Darling Basin Commission?				YES / NO	
If yes, please specify employer's name and date of cessation:					
Have you ever been found to have breached the APS Code of Conduct?				YES / NO	
If yes, please specify employers' name and date?					
Do you have a security clearance?	YES / NO	If so, what level?		i.e. Protected/Secret	

Referees:

Please provide two (2) current referees who have supervised and assessed your performance within the workplace.

Name			Relationship		
Email			Telephone		
Name			Relationship		
Email			Telephone		

Assistance:

Do you require special arrangements to be made for assessment e.g. interview? If yes, a member of the selection panel will contact you for more details (write here for any adjustments required).

Applicants Declaration: I declare that the information provided in this application is true and correct.