

QSS Record Extract

HR7760125 - Manager, Financial Investigations Unit

Number	HR7760125
Parent	RITM1199093
Client Status	Completed
Initiator	Caret Mostert
Affected Customer	Caret Mostert
Additional Recipients	
Client Reference	43584
Date Opened	06-08-2024 10:40:11
Date Completed	20-08-2024 17:03:21
Short Description	Manager, Financial Investigations Unit

Long Description

Long Description:

Form: Job evaluation request (JEMS)
Department: Queensland Building Construction Commission

Closure Notes

Resolution Code Actioned/Completed

Solution:

Your request has been actioned

Human Resources

Submission Details

Employee details

Your details, unless you're submitting this form on behalf of another employee. If you are, select them here. If you can't select them here, you need to register them as a new user (use the link provided on this page).

Who is this request for?

Caret Mostert

Email

caret.mostert@qbcc.qld.gov.au

Department

Queensland Building Construction Commission

Who else should be able to view this request?[More information](#)**Request details****What do you want us to complete?**

Desktop evaluation

Is this for a new or existing position?

Existing position

Existing position details**Existing position title**

Manager Financial Investigations Unit

Existing position number

1729

What is the existing position's work stream?

Administration

Existing position's classification

AO7

Why do you want to complete an evaluation?

Upgrade

New position details**Position title**[Help text:](#)

If this is for an existing position and the position title is not changing, please repeat the existing title here.

Manager Financial Investigations Unit

Do you have an approved position description?

Yes

You must attach the approved position description below when you submit this form.

What is the proposed work stream?

Administration

Proposed classification

AO8

Supervisor's position title

Director Financial Compliance

Supervisor's position number

3057

Supervisor's classification level[More information](#)

For SES position indicate if it is higher or lower (for example SES2H).

SO

Do you have an organisational chart?

No

Do you have other evaluation requests we need to consider with this request?[More information](#)

Sometimes you might need us to complete multiple evaluations simultaneously. For example, multiple new roles in a team.

No

Is the person selected under Employee details the contact person for further position information?

No

Contact person's name

Natasha Dennis-Weller

Contact person's position title

Acting Director Financial Compliance

Contact person's phone number

3032 8096

Contact person email address

natasha.dennis-weller@qbcc.qld.gov.au

Cost centre[More information](#)

EBC2

VADER reference number (Queensland Health only)

Evaluation Details

Why do you want us to evaluate this position?[More information](#)

Why do you need this new position or, if it's an existing position, what's changed with the position or the organisational environment since it was last evaluated? Do not include information about the position's expertise, judgement, or authority as we'll ask for this further into the form.

The AO7 position has not been evaluated for many years and does not currently reflect the additional responsibilities incorporating payment claim audits under Building Industry Fairness (Security of Payment Act) 2017 (BIF Act) and exclusion process under the Queensland Building and Construction Commission Act 1991 (QBCC Act) which involves excluding persons from the industry due to relevant insolvency events.

As a result of the QBCC Reset on 3 July 2023, the Financial Investigations Unit (FIU) was created which merged two units, the Payment Support Unit and Exclusions Unit together. The merging of the two units resulted in three additional full time employees

(FTE's) with a specialist skill set in insolvency and auditing and the loss of a manager, i.e. prior to the QBCC Reset, the Payment Support Unit and Exclusions Unit had a manager each. The AO7 FIU manager was the manager of the Payment Support Unit and a PO6 was the Exclusions manager.

The incumbent believes as the AO7 Manager Financial Investigations Unit (AO7) performs at and meets an AO8 position description, characteristics, duties and skills as per Schedule 1 - Generic Level Statements - Administrative stream, The General Employees (Queensland Government Departments) and Other Employees Award – state 2015 (reprint 1 March 2023) pp69-71 (the Award), which is referenced in the sections below. This of course will be considered as a part of the JEMS review

What is the position's primary purpose in your organisation?

More information

Describe the purpose of the position. What does the position do and why? Expand on what is written in the position description. Begin each statement with an action verb (for example, advise, coordinate, deliver etc.).

The AO7's purpose is to lead and manage the operations of the Financial Investigation Unit, which includes overseeing the monies owed complaint process, payment claim audits and exclusion actions for insolvency events.

The role provides expert advice to the Senior Leadership team on exclusion cases and payment investigations that may be contentious, high profile and/or complex in nature, which also includes briefing notes for the Ministerial team.

The role oversees the unit's budget and operational plans, maintains the unit's policies and procedures, ensures KPIs are set and met by team members, and makes administrative decision in complex or high profile matters.

Add information about work performed by the position

More information

Work performed

- Respond to media inquiries as a subject matter expert to provide information and interpretation of legislation to ensure the organisation is correctly and favourably represented.
- Statistical high level reporting and analysis for internal and external stakeholders.
- Triaging and reviewing the team's work, documentation changes and quality control of all decision making, correspondence issued, and procedures followed.
- Ensuring appropriate regulatory actions are taken, sometimes in particularly complex matters.
- Ensuring staff are provided with appropriate direction, guidance, training, including where appropriate performance management.
- Engage with the QBCC Legal Unit in seeking advice, analysing and interpreting legal advice to related matters and case law.
- Identify gaps which are at significant risk to the QBCC, for example, privacy risks, misinformation published about what the QBCC can and cannot do and take immediate action to rectify these gaps to strengthen the reputation of the QBCC.
- Provides intelligence to other areas of the Financial Compliance Branch to assist in intelligence gathering activities to attempt to identify companies at risk of insolvency at the earliest possible time to mitigate financial risk to the industry.
- Provide advice to policy makers on legislative shortcomings, challenges / opportunities.

Frequency

Daily

What are the financial responsibilities of this position?

More information

What is the position's responsibility relating to resource management. Responsibility may be direct or indirect. This question does not refer to internal financial and human resources delegations.

Direct—accountable for a measurable monetary impact

Add information about the estimated financial resources (\$) the position is responsible for managing in the current financial year

More information

Financial resource

Amount

Operating costs	1500000.00
Staffing (salaries and on costs)	1254000.00
Earned revenue (sales, etc.)	26000.00

Total

2780000.00

What decisions will this position need to make?

More information

What do you rely on this position for? The position may make decisions or recommendations on tasks, processes, procedures, advice. For example, the manager will set timeframes or negotiate extension of timeframes. Statutory timeframes cannot be shifted. The manager will be responsible for determining how timeframes can be met and then directing the position accordingly.

The AO7 needs to make the following decisions:

- Make decisions on the structure and work force planning of the team to ensure there are sufficient staff with sufficient expertise to support the unit and strategic direction.
- Make decisions and conduct performance reviews of team members, including commencing performance management of staff, developing, coaching and mentoring staff.
- Make expert recommendations to the Senior Leadership Team and media team on high profile matters about what can and cannot be published in the media.
- Make recommendations and provide expert advice on wording in briefing notes, reports to the Commissioner, Board and Minister.
- Assess submissions made by licensees to not cancel their licence or exclude them from the industry and make decisions based on interpretation of statutory obligations, previous cases and legal advice.
- Provide financial risk advice to the Senior Leadership Team, Minister, Commissioner and Board to support the strategic direction to minimise financial harm to the industry.
- Provide recommendations and specialised insolvency advice across the branch and to the Senior Leadership Team to assist with making critical decisions.
- Oversee responses and make recommendations to media, Minister briefings and Parliamentary questions to ensure the accuracy of the information provided is a true representation of the financial impacts, risks and harm to the industry.

The Compliance and Enforcement Unit in the QBCC prosecutes offenders, however the court awarded penalties are minimal in comparison to the detrimental effect of suspending / cancelling a licensee, which has more, significant financial impact. The impact from a suspension and or cancellation of a licence means the licensee no longer has the ability to earn an income which can have a significant flow on effect to subcontractors and suppliers not being paid, employees not being paid and or losing their jobs and homeowners left with incomplete homes. This responsibility and delegation to suspend and cancel is not taken lightly. The AO7 has the delegation to cancel higher category licensees which can only be done by the AO7.

In addition to this, under the Delegations Manual v62, the AO7 is delegated to:

- Suspend licences
- Cancel licences
- Issue and withdrawal of infringements
- Commence audits
- Issue demerit points
- Impose conditions on licences
- Vary or revoke conditions on a licence
- Consider representations from show cause notice, and publish relevant details and issue notice to individual
- Give show cause notice
- Issue a register certificate
- Issue a disqualification notice and cancel a licence
- Issue a life disqualification notice and cancel a licence
- Issue a notice of proposed disciplinary action
- Approve and issue a refund of annual licence fees
- File certificate as judgement debt
- Inform complainants the result of an investigation
- Sign documentation to commence proceedings
- Power to enter places and general powers of investigators, require name and address, etc
- Require attendance or information
- Provide a copy of a direction to a relevant financial institution
- End or withdraw a direction to not withdraw an amount from a trust account or to provide an account review report
- Maintain and publish information in trust account register
- Issue direction to not withdraw an amount from a trust account or to provide an account review report
- Issue a warning to a person obstructing an investigator only if the delegate has been appointed as an investigator
- Give an exclusion notice to a person not approved as a qualified accountant under the Queensland Building and Construction Commission (Minimum Financial Requirements) Regulation 2018, section 11D.
- Commence proceedings against the executive officers of a company for the company's failure to comply with the BIF Act
- Apply to the Supreme Court for directions about an amount held in trust for a project trust or retention trust
- Serve beneficiaries with application to the Supreme Court for directions about an amount held in trust for a project trust or retention trust.
- Appoint a special investigator and give trustee notice of special investigator's appointment
- Take debt recovery action for the cost of the investigation
- Issue a show cause notice to exclude a person from undertaking trust account reviews or preparing relevant reports
- Exclude a person from undertaking trust account reviews and preparing reports and give information notice to the person
- Publish a list of persons excluded from undertaking reviews of trust accounts and preparing account review reports
- Amend or revoke agreement with financial institutions
- Publish names of approved financial institutions
- Give a written direction to a financial institution
- Inform relevant professional body and provide redacted information
- Request for a copy of the licensee's internal management accounts
- Financial obligations such as signing invoices for approved expenditure; employee reimbursements; engagement for goods and services excluding Contractors, Consultants, Legal Services, Hospitality & Entertainment and Sponsorship; travel approval; salary increments; temporary transfer and higher duties allowance; overtime, meal and allowances; leave; alternative employment arrangements; pay and conditions; approved probation completion.

What and who will the position influence or contribute to?**Help text:**

What does your agency rely on this position to do? In what aspects will it influence, contribute to or collaborate with others (i.e. the nature or scope of its own work, the work or decisions of others or the direction of the unit or agency)?

The QBCC relies upon this position to identify licensees not meeting their minimal financial requirements and keeping other units, such as the Financial Assessment Unit, Trust Compliance Unit, Licensing Services Branch, etc, informed of monies owed complaints being received and assessed and licensees who may be at risk of becoming insolvent. This role contributes and collaborates with other internal business units and is a key unit in identifying risks posed to the industry and ensuring these risks are managed across the QBCC with the relevant internal units being kept informed of the investigations, intelligence and risk trends.

The role significantly contributes to the agency's strategic direction and organisation goals, e.g. in particular, support a strong, safe and sustainable industry through responsive regulatory activity

to reduce risk and harm. The role utilises, analyses and assesses additional information / intelligence / resources from external stakeholders such as Equifax, which provides valuable information on licensees if there are credit risk alerts are identified.

The core intent and value of AO7 is to drive the strategic direction to ensure subcontractors and suppliers are paid for the work performed and products supplied and persons who are a financial risk to the industry are excluded from the industry. It is FIU's core business to assess monies owed complaints to ensure subcontractors and suppliers are paid for the work performed and products supplied, which supports the purpose of the MFR and BIF Act. The main purpose BIF Act was to enable the use of statutory charge in favour of subcontractors for payment of the work they do. The AO7's core influence is enacting the main purpose of the BIF Act and excluding persons from the industry under the QBCC to minimise financial harm to the industry, i.e. subcontractors, suppliers and homeowners.

What work or decisions will the position need to escalate to a supervisor or manager?**Help text:**

What information, suggestions, advice or recommendations do you want this position to make? Is it at a strategic, operational or task level? For example, the position is expected to inform its supervisor if timeframes are unable to be met.

The position is expected to inform its director:

- on topical, on trend high risks such as licensees not meeting their financial obligations so that the Senior Leadership Team is briefed in advance about an impending risk, media attention and questions from the Commissioner, Minister and Board
- if KPI's cannot be met
- of improved efficiencies that will benefit the team, branch, and external stakeholders including, but not limited to, policies, procedures, processes, work instructions, updating templates / correspondence and communications to the industry
- of high level risks that are of immediate concern to the agency such as privacy risks, incorrect publishing of information, recent court/tribunal decisions which have an impact on how business is conducted, incorrect application of enforcement powers, etc
- on staffing levels, performance issues with team members and performance management and the budget allocated for the unit.

What type of activities is the position required to interpret, analyse and provide advice on?**More information**

Monies owed complaints as a result of section 17N of the MFR Regulation, payment claim audits and offences commenced under section 76 and section 90 of the BIF Act, and submissions received in response to sections 56AF and 56AG of the QBCC Act (exclusion events).

What problem solving activities are required for the position?**More information**

Is the position expected to manage complexities? Describe these complexities and their degree of difficulty. Is this position expected to resolve issues or solve problems (e.g. required to interpret information and analyse situations, and provide recommendations to best achieve outcomes)? Please provide examples.

- Direct evidence-based recommendations to the director and Senior Leadership Team justifying decisions which may result in the suspension / cancellation of a licence and exclusion from the industry. The degree of difficulty is high based on the level of evidence, investigation and expertise required to justify the decision.
- Collate and analyse statistics, trends and risks on financial positions of licensees urgently and accurately when providing this data to the Senior Leadership Team, Minister, Board and Commissioner. The degree of difficulty is high based on the urgent requirement for this information and the accuracy given the level of reporting of this information.

Describe the challenging aspects of the position and why it is challenging**More information**

What makes this position challenging in the organisational context, not what is challenging for the incumbent, and how does it manage these challenges? These may be short or long term and must be related to the position (not the person). They might involve client demands, changes to legislation, new procedures, technology, developing new approaches, variations in workload etc. For example, needing to maintain technical expertise; geographical spread of program or service delivery or staff.

Variations in workload – this is unpredictable, ie. there are no specific mitigating factors as to a sharp increase in complaints being received or a decrease in work volume. An increase in work could stem from a media article about a licensee appearing to be

financial difficulty that results in an influx of complaints, it could be from factors such as increase in interest rates, the ATO seeking repayment of old tax debts, etc. A decrease in work means the AO7 has to identify and delegate work, projects, tasks, etc to the team as part of the AO7's obligations to manage time sheet fraud and low work demand psychosocial hazards. Due to the economic environment relating to impending increase in interest rates, trade labour shortage, increase in costs, the increase in insolvencies is reported in the media almost daily. There is an expectation that the QBCC and FIU in particular, are actively reducing instances of insolvencies or at least the impact of insolvencies on subcontractors, supplies, employees and homeowners. It is expected that insolvencies will increase which will result in the increased workload of monies owed complaints and exclusions work in suspending and cancelling licensees and excluding persons from the industry.

Managing investigations within KPI's – this can be challenging due to workload, training requirements and if a licensee is making several payments versus paying the outstanding debt at once. There is a balance to assisting a creditor is paid, working within KPI's and identifying any breaches of the MFR.

Complexities with legislation - changes in legislation is constant as is case law and legal advice. The AO7 is required to be up-to-date on court and tribunal outcomes and most recent case law and the impact on how the unit performs its roles and responsibilities. The AO7 is required to understand these complexities in their application of the legislation, maintain this technical expertise and train, coach and mentor the team. In addition to this, another complexity is a licensee exercising their right to silence as there are no compulsion powers when investigating monies owed complaints. This requires further investigation into the supporting evidence. Risk analysis is made based on the value of the complaint, previous complaints / history the licensee has with the QBCC. The recommendation to suspend / cancel needs to have considered these factors and the principles of natural justice and procedural fairness. Administrative decisions regarding insolvent events require the knowledge, experience and skills to interpret liquidator's, administrators, receivers and or trustee's reports to creditors to analyse and assess a date of insolvency, which is relevant to submissions that are received from directors or secretaries who state the company was solvent at the time they left.

Communicating with emotional and aggrieved parties - high level communication skills are required to manage complaints made to the AO7 by aggrieved parties where they are dissatisfied with a team member's outcome of an investigation and tensions are high. Emotional intelligence and superior communication skills are also required when dealing with performance issues with team members. This is usually in collaboration with the director and HR to ensure a transparent and procedurally fair process takes place. In addition to this, the AO7 also has the challenges of managing individual team members who have been exposed to traumatic events, such as suicides of licensees and the mental health of team members which involves ongoing monitoring and support to ensure a safe workplace for the team member and other QBCC employees.

Educating stakeholders – including internal business units, the Senior Leadership Team and external stakeholders on FIU's role, what the unit can and cannot do, the legislative authority and limitations and potential impacts to licensees and the industry.

Maintaining effective relationships – the unit works alongside multiple other internal business units and external agencies, e.g. Department of Energy and Public Works, to achieve the goals and the strategic objectives of the QBCC. The Financial Assessment Unit relies upon the intelligence from the unit to identify licensees not meeting the MFR and assist in making informed decisions about targeted audits that can be conducted. The Trust Compliance Unit also relies upon the unit to share information and intelligence promptly for any licensee that has a project trust account to mitigate any risks with respect to monies in the account and possible insolvency events. The role requires engagement with the Senior Leadership Team who need to be educated on the application and interpretation of the relevant legislative provisions in a respectful manner to maintain these relationships. Likewise for third party stakeholders such as trustees, liquidators, administrators, receivers, etc to maintain a positive effective relationship to work cohesively to achieve the same outcome in mitigating financial harm.

Add information about the knowledge required for this position

More information

Knowledge	Level	Reason
<p>Knowledge required: Interpretation and application of the QBCC Act, MFR, BIF Act, Evidence Act 1977, Right to Privacy Act 2009, Criminal Code Act 1899, Work Health and Safety Act 2011, Public Sector Ethics Act 1994, Managing the risk of Psychosocial Hazards at Work, Code of Practice 2022, Human Rights Act 2019, human resources, policy and procedural guidelines, Code of Conduct, contract management, procurement and financial / budget management. Level: Very high level Reason: To ensure decisions are made lawfully with the correct application and interpretation of legislation, thus ensuring parties are afforded natural justice and procedural fairness and their human rights as per the Human Rights Act 2019. Knowledge required: Case law and interpretation of internal legal advice and ability to apply that knowledge to duties. Level: Very high Reason: To ensure lawful application of legislation and previous cases when exercising powers and to provide natural justice and procedural fairness to all parties. Interpretation and application of case law and legal advice is difficult to understand without having extensive knowledge in this area. Knowledge required: QBCC's operations, strategic direction, operations and functions of all internal business units. Level: Very high Reason: To drive service delivery, duties and responsibilities ensuring they are in line with the QBCC's direction and as management representing and supporting the operations, strategic direction and operational plan and model ethical behaviour and the QBCC values as a leader. Knowledge required: Communication and negotiation styles to achieve positive outcomes and manage aggrieved persons and performance issues within the team. Level: Very high Reason: To lead and manage a team that is representative of the QBCC values, Code of Conduct, Public Service Act 2022 and to have highly sensitive performance management and Code of Conduct conversations with team members in a respectful and non-threatening manner to achieve a positive outcome for the team member, team and the QBCC. Deal with difficult and aggrieved licensees who are dissatisfied with an outcome and the team member cannot manage the complaint. Communicate with influence, compassion and empathy whilst remaining focussed on managing expectations and the legislative limitations. Highly developed knowledge skills are required to not only deal with licensees, but to also translate complex legislative requirements and obligations to those who do not understand / have a high school education level. Knowledge required: Investigation practices, rules of evidence, defences, elements of offences. Level: Very high Reason: To lead and</p>	As above	As above

Knowledge

manage a team to ensure best practice is applied when conducting civil and criminal investigations so that fair, evidence-based decisions are made and the decisions withstand internal and external scrutiny. As the unit suspends, cancels and excludes licences, sometimes permanently, it is of utmost important that investigations are conducted in accordance with the Australian Government Investigation Standards and demonstrating our role as model litigants. This also includes advice and recommendations to other internal business units and the Senior Leadership Team on evidence based practices. Knowledge required: Judicial proceedings – ie. Court / Tribunal processes, procedures, giving evidence. Level: Very high Reason: Lead and manage a team to present facts, evidence, statements of reasons and respond to cross examination, representation of the agency professionally, explain as an expert, the legislation, QBCC's policies and procedures in judicial proceedings.

Level

Reason

Add information about the skills required for this position

More information

Skill

Skills required: Strong leadership and management skills. Level: Extensive Reason: Strong leadership of team members is required to ensure the QBCC values are being met, Code of Conduct and Public Sector Act 2022 and Public Sector Ethics Act 1994 are being complied with and performance issues are managed. Determine resource allocation and best use of resources, management of staff and management of the unit's budget and financial program to ensure objectives are being met. Skills required: Communication, interpersonal, negotiation and mediation skills. Level: Extensive Reason: The AO7 deals with senior level stakeholders where communication skills are required to deliver messages, verbally or in writing in a manner that is for the audience, e.g. Board reports, Minister and media inquiries, Parliamentary Questions. It requires the knowledge of those differing styles of communication to be used. Skills required: Planning, organisation and time management skills. Level: Extensive Reason: The AO7 role is demanding at most times which has competing priorities and urgent responses required by the Senior Leadership Team, Board, Commissioner, media and Minister. The role requires the AO7 to be across all cases team members hold, the level of risk and history of high-risk licensees to deliver prompt and accurate information. Skills required: Problem solving. Level: Extensive Reason: The complexity of the work and legislation requires problem solving skills to ensure correct application of the legislation is made by the team and the correct delegation is used. Skills required: Technical expertise. Level: Extensive Reason: Investigation, financial, insolvency, legislative and data analysis skills are all required to perform the job role. Knowledge of financial matters, particularly relating to insolvencies is critical to the role. Skills required: Teamwork skills. Level: Extensive Reason: The ability manage, lead, coach and mentor a team to work productively, efficiently and cohesively to support each other and other internal business units.

Level

Reason

As
aboveAs
Above

Add information about the experience required for this position

More information

Experience

Experience: Experience in analysing, interpreting and applying legislation. Level: Extensive Reason: The legislation is complex and there are case law decisions being made regularly which impact the application and interpretation of the legislation. The AO is required to read and understand case law as judgements are technical in nature and the AO7 is required to convey the case law to the unit in a way they full comprehend it. The AO7 is expected to analyse and apply the legislation, case law and legal advice and make recommendations and provide advice to the team and Senior Leadership Team on this. There have been many changes to the legislation, policies and procedures over the years. Experience: Experience in case management and record keeping. Level: Extensive Reason: To ensure the team is complying with record management and record keeping practices, QLD Ombudsman Good Decision-Making recommendations, investigation standards to ensure decisions made are recorded clearly and promptly to withstand scrutiny. It also assists the AO7 in responding to urgent Ministerial, media, Board and Commissioner inquiries. Case management is a critical function to any regulator and experience in this as the AO7 is vital to delivering a high performing investigation unit. Experience: Experience in having difficult conversations. Level: Extensive Reason: This is a key element of the job role and requires persons with experience in diffusing situations to achieve a positive outcome, to effectively communicate the role of the QBCC whilst being restricted to the legislation and having the ability to deal with abusive and threatening customers and also dealing with team members whose performance do not meet the KPI's, QBCC values, Code of Conduct or their investigation qualification. It is critical the AO7 have knowledge in experience in applying the latter to ensure all dealings are done so in accordance with human recourse guidelines, Industrial Relations Act 2016 and performance management tools provided by the QLD government to ensure fairness to the employee. Experience: Experience in conducting investigations and evidence-based decisions / recommendations. Level: Extensive Reason: To lead, manage, coach and mentor a high performing investigations team requires the AO7 to have extensive investigation experience and qualifications to impart that knowledge to train, coach and mentor team members to ensure elements are being satisfied, powers exercised lawfully, sufficient evidence has been obtained to justify reasons for decisions, recommendations and decisions are factual and evidence based. This experience is critical to maintain a strong, professional image of the QBCC and to withstand scrutiny.

Level

Reason

As
aboveAs
above

What interpersonal and communication skills are required for this position?

[More information](#)

What communication, influence, support, persuasion, care, counselling, motivation, negotiation, coaching, mentoring, managing and problem-solving skills are required? What internal and external skills are required when interacting with clients, suppliers, customers, general public, non-English speaking people or culturally diverse groups. For example, superior written skills to prepare a range of ministerial and other correspondence which communicates technical and complex issues effectively.

- Superior communication and resilience skills – involving difficult conversations with licensees who are aggrieved, aggressive, abusive and threatening stakeholders and where this cannot be managed by a team member. Ability to translate technical legal jargon into plain words for understanding. Having constructive conversations with team members on their performance in a respectful manner, influencing and using negotiation skills to achieve a positive outcome. Using these communication skills when engaging with and making recommendations to the Senior Leadership Team and other business units to achieve an agreed outcome. High level communication skills are required for performance management discussions with team members, team members who are resistant to work, taking on new work and working in a team to support the team. These skills are also applied when managing each team member's different personalities and matters that impact their personal life, such as mental health, depression, exposure to traumatic events, having in depth personal conversations with these team members by employing active listening skills, providing support such as access to EAP, etc and continuously monitoring and following up on with these team members for their own health and safety.
- Superior written skills used in responses to the Commissioner, Minister and Board. These skills are required to communicate complex technical and legislative matters and provide clear, concise, evidence and fact based data and or recommendations.
- Management skills – the ability to give time to each team member whilst responding to competing priorities. The ability to lead, take direction and make decisions and be accountable for those decisions.
- Coaching and mentoring – the team requires development of skills, knowledge and experience to perform their role. Some team members seek coaching and mentoring for self-development to progress further in their career. It is critical the AO7 have that experience and skills to coach and mentor team members in these areas.
- Initiative and tenacity – recognising and implementing improvements and efficiencies that can be made to streamline processes and better communicate with the target audience.
- Problem solving skills – critical thinking, decision making and solutions based.
- Time management and organisational skills to manage the team, whilst responding to urgent inquiries
- Teamwork and collaboration – with the team and internal business units to ensure information sharing and intelligence is shared promptly to minimise risk to the industry.
- People skills – the role is a highly emotive area that deals with financially stressed licensees. The AO7 is required to identify where team members are not coping or in situations where team members may experience trauma. The AO7 needs to have experience in taking trauma informed care of the team who have these difficult conversations with licensees.

Additional information about the position[More information](#)

- Legislation, trends and data analysis. This is required on mostly a daily basis, with data analysis trends and statistics also captured at end of month reporting, however the AO7 is expected to be on top of any trends and risks identified to implement immediate measures to mitigate those risks
- The position is heavily influenced and constrained by complex legislation, policies, procedures and the strategic direction of the QBCC. The role cannot be performed without application of the legislation, policies and procedures, hence why extensive experience, qualifications, knowledge and skills in this area is critical.
- The position accountabilities require representation of the QBCC in Courts and Tribunals, where affidavits / statements would be required to be presented to the Court/Tribunal to tender admissible evidence and provide expert evidence on behalf of the QBCC. This may be infrequent, however the degree of challenge is high, even with assistance of Legal Unit. Giving evidence in a Court/Tribunal requires a high degree of knowledge, professionalism and experience is preferred to achieve effective delivery of oral evidence.

Additional information**Instructions for QSS**[More information](#)**Comments for approver**[More information](#)**Approval**

Do you require approval from more than 1 person in your agency?

[More information](#)

No

First level approver details

Name More information Michelle Scott	
Position title Recruitment Team Leader	
Email michelle.scott@qbcc.qld.gov.au	Department Queensland Building Construction Commission

Second level approver details

Name More information	
Position title	
Email	Department
<input checked="" type="checkbox"/> Affected Customer cannot be an approver	
<input checked="" type="checkbox"/> Initiator cannot be an approver	

Certifications

Initiator certification I certify the information is correct and a true representation of the requirements and responsibilities of the position (where applicable), and the approver I have selected has the appropriate HR delegation to approve this request.
Approver certification I certify the information is correct and I have the appropriate HR delegation to approve this request.

History

Communications

20-08-2024 17:03:34 - Email: sent

Email: sent: HR7760125 for RITM1199093, Manager, Financial Investigations Unit, closed
Recipients: caret.mostert@qbcc.qld.gov.au
Subject: HR7760125 for RITM1199093, Manager, Financial Investigations Unit, closed

Queensland Shared Services

Hi Caret

I've completed your request, [HR7760125](#), Manager, Financial Investigations Unit. You can see the details in [My requests](#) in the QSS Self Service Centre.

Comments

Your request has been actioned

Client reference: 43584

If you're happy with the outcome, you don't need to do anything. If you want to talk to us again about this request, please reply to this email or you [call us](#) within 3 working days.

Note: From 12 July 2024, emails addressed to [dsiti.qld.gov.au](#), [dsitia.qld.gov.au](#), [corpotech.qld.gov.au](#), or [ssa.qld.gov.au](#) will not be delivered. Please [contact us](#) with any questions.

Use the QSS Self Service Centre to do business with us, ask a question or report an issue.

[Unsubscribe](#) | [Notification Preferences](#)

20-08-2024 17:00:59 - Email: sent

Email: sent: Your evaluation— Manager, Financial Investigations Unit, QSS JEMS ID 43584

Recipients: caret.mostert@qbcc.qld.gov.au

Subject: Your evaluation— Manager, Financial Investigations Unit, QSS JEMS ID 43584

Email sent with the following attachments:

- [WorkValueAssessment_43584.PDF](#)

Hello

Thank you for asking QSS JEMS to evaluate the position of **Manager, Financial Investigations Unit** with Queensland Building Construction Commission .

We have evaluated this as a **classification level AO8**.

Please find attached the work value assessment report.

We have completed this evaluation using the Job Evaluation Management System (JEMS).

Your QSS JEMS ID number for this evaluation is **43584**.

NEXT STEPS

If you are advertising this position, you'll need to consider the [Recruitment and selection directive](#) and your agency's workforce and equity and diversity plans. Contact your agency HR team for help.

If you need to contact us about this evaluation, visit the [QSS Self Service Centre](#) and leave a comment on this request.

For more information on our services and how we evaluate a position, visit [Establish or review a role's classification level \(JEMS\)](#).

JEMS Team
Queensland Shared Services
Department of Communities, Housing and Digital Economy

06-08-2024 12:07:35 - Email: sent

Email: sent: QSS JEMS Request: Manager, Financial Investigations Unit, QSS JEMS ID 43584

Recipients: caret.mostert@qbcc.qld.gov.au

Subject: QSS JEMS Request: Manager, Financial Investigations Unit, QSS JEMS ID 43584

Hello

Thank you for your **desktop evaluation** request for the position of **Manager, Financial Investigations Unit**, with Queensland Building Construction Commission to be evaluated by QSS JEMS. This position has been allocated the unique QSS JEMS ID number of **QSS JEMS ID 43584**.

This desktop evaluation request will be assigned to one of our JEMS Evaluation Officers, who will be in contact with the nominated contact person, if required, to clarify information or request other and/or additional information to accurately evaluate the position.

This evaluation is due for completion by **21 August 2024** (our SLA due date), however we will endeavor to have this completed and returned to you prior to this date. Please note that if further information or clarity is required to complete this evaluation, this may extend the SLA due date. If this occurs, we'll keep you informed of the revised SLA due date.

Thank you again and if you have any queries, please contact me.

06-08-2024 10:40:21 - Email: sent

Email: sent: HR7760125 for RITM1199093, Job evaluation request (JEMS) for Caret Mostert, created

Recipients: caret.mostert@qbcc.qld.gov.au

Subject: HR7760125 for RITM1199093, Job evaluation request (JEMS) for Caret Mostert, created

Hi

We've created [HR7760125](#) for the Job evaluation request (JEMS) form, RITM1199093. Use this record number to continue tracking the request in the QSS Self Service Centre as we complete the work.

[Contact us](#) if you need help.

Regards
Queensland Shared Services

Use the QSS Self Service Centre to do business with us, ask a question or report an issue.

Ref:MSG73823901 us1OoldZvcz6lTII Wrx

Related Records

Attachments				2 Attachments
File name	Content type	Created	Created by	
WorkValueAssessment_43584.PDF	application/pdf	20-08-2024 17:00:53	angela.pantalone@chde.qld.gov.au	
AO7 Position Description Manager Financial Investigations Unit.docx	application/vnd.openxmlformats-officedocument.wordprocessingml.document	06-08-2024 10:40:12	system	

Work value assessment

QSS JEMS ID

43584

Position evaluated

Manager, Financial Investigations Unit

Financial Investigations, Financial Compliance, Regulatory Standards and Support Division, Queensland Building and Construction Commission

Evaluation outcome

A08

Work value profile

Position	JEMS ID	Impact	Expertise	Judgement	Accountability	Total work value
Manager, Financial Investigations Unit	43584	Advice	F4-d (269)	D+4+ (177)	E2d (234)	680
Supervisor (SO)	(Guide)	Advice	F+4d+ (309)	D+5- (218)	E+2+d (269)	796

Evaluation process

Queensland Shared Services (QSS) independently evaluated **Manager, Financial Investigations Unit** on **20 August 2024** using the information provided by your office and the Mercer [Job Evaluation Management System \(JEMS\)](#) to determine its inherent work value.

The position has been evaluated against eight sub-factors shown by empirical research common across all jobs. We also considered the supervisor's profile to ensure the relevant accountabilities and responsibilities within the hierarchy were appropriate. We then determined and assigned relevant values to the impact, expertise, judgement and accountability of the position. The combination of the work value points align to a classification level within the Queensland Public Sector classification framework.

Summary of evaluation findings

The Manager, Financial Investigations Unit, reporting to Director, Financial Compliance, is required to lead and manage the Financial Investigation Unit, ensuring the effective operation and continuous improvement of its policies, systems, processes, and customer service. Responsibilities include developing a professional, customer-focused unit, providing staff with the necessary guidance, training, and support, and advocating for organisational change. Additionally, the position is required to administer the unit's operational plans, budgets, and workforce strategy, as well as monitor and report on performance metrics. The position also oversees the complaint process, audits, and exclusion actions, ensuring all KPIs are met.

The position will require strong leadership and management skills with the ability to determine resource allocation and best use of resources, management of staff and management of the unit's budget and financial program. The position is required to apply legislation and legal precedents accurately when exercising authority, ensuring decisions are fair and just. As such it requires an extensive and very high level knowledge of the QBCC Act, MFR, BIF Act, Evidence Act 1977,

Right to Privacy Act 2009, Criminal Code Act 1899, Work Health and Safety Act 2011, Public Sector Ethics Act 1994, Human Rights Act 2019, and other relevant codes and regulations. The position also requires understanding of QBCC's operations, strategic direction, and internal business unit functions to align service delivery with the organisation's strategic goals, ensuring effective management, and ethical leadership of a customer-focused team. Additionally, the position requires superior communication, negotiation, and mediation skills, with an emphasis on establishing strong relationships with stakeholders, fostering collaboration, and providing senior-level advice. Additionally, the position demands high emotional intelligence to manage team dynamics, support mental health, and handle emotionally charged situations, while also influencing senior leadership and external stakeholders.

The position will lead investigations and make complex administrative decisions, and provide expert advice on the interpretation and application of relevant legislation, including the Queensland Building and Construction Commission Act 1991 and the Building Industry Fairness (Security of Payment) Act 2017. The position is required to prepare formal correspondence for internal and external stakeholders, including ministerial briefings on insolvency and exclusion events. It requires a thorough understanding of constantly evolving laws, policies, and accounting principles, along with the ability to apply them forensically. The position also manages a reporting facility for tracking complaints and developing processes to audit payment claims, requiring complex problem-solving, critical thinking, and timely decision-making in high-stakes scenarios such as license suspensions and cancellations. It will need to manage a workload that is highly variable due to external factors such as media attention and economic changes.

The position holds delegated authority to suspend and cancel licenses, issue penalties, and make decisions on high-profile cases, while influencing strategic decisions within the QBCC and providing recommendations to senior leadership and the Minister. The position is responsible for managing the unit's operations, budget, and ensuring compliance with legislative requirements and will provide financial risk advice to support the strategic direction and minimise financial harm to the industry. Additionally, it will provide expert guidance on contentious, high-profile exclusion cases and payment investigations, including preparing briefing notes for the Ministerial team. The position operates with autonomy, making independent decisions on investigations, legal interpretations, and managing media relations. The position is required to escalate issues when they involve high-level risks such as licensees not meeting financial obligations, significant privacy risks, staffing levels, performance management, and budget concerns. Additionally, the position must escalate any topical or high-risk trends that could attract media attention or require a briefing to senior leadership, the Commissioner, Minister, or Board.

More information

If you would like to discuss the evaluation outcome, please contact us via the [QSS Self Service Centre](#).

You can [learn more about how we evaluate positions](#) using the JEMS methodology on the *For Government* website.

Kind regards

The QSS JEMS team

POSITION DESCRIPTION

Position details

Position:	Manager, Financial Investigations Unit
Classification:	<u>AQ7A08</u>
JRN	
Location:	Brisbane
Division:	Regulatory Standards and Support Division
Branch:	Financial Compliance Branch
Business Unit:	Financial Investigations Unit

Position Purpose

The Financial Investigations unit is a unit within the Compliance Branch. Due to a structural reset at QBCC, the role of this manager is to bring together two existing teams, exclusions and payment standards into one team.

The purpose of the position is to:

- a) Lead and manage the operation of the Financial Investigation Unit; and
- b) Investigate and action complaints and other intelligence regarding:
 - i) allegations of monies owed by QBCC licensed builders which are overdue for payment
 - ii) QBCC licensees who are suspected of being in financial distress and not meeting the Minimum Financial Requirements.
- c) Investigate and action exclusions of licenced persons and companies and influential individuals in an insolvency event as per the QBCC Act.
- d) Prepare and manage approved audit programs for payment claim audits

Organisational profile

The QBCC supports the growing Queensland community by providing information, advice and regulation to ensure the maintenance of proper building standards and remedies for defective building work. By doing this we promote confidence in the building and construction industry. Led by the Commissioner and governed by a board, the QBCC consists of skilled, expert staff who work hard to meet the needs of industry participants and the community.

The Commission regulates the building industry throughout Queensland. To provide the best customer service to ensure our stakeholders comply with the law, service centres are located throughout the State, including Brisbane, Gold Coast, Sunshine Coast, Toowoomba, Maryborough, Rockhampton, Mackay, Townsville and Cairns. Industry stakeholders and the community are also able to engage with the QBCC online or over the phone.

With 4.64 million people currently living in Queensland and more than 200,000 of those residents working in the construction sector, the QBCC has an important task in serving our customers, contributing to the growth of the Queensland economy and regulating the industry.

Our purpose

We deliver excellence in regulatory services to reduce risk and offer protection from harm.

Our vision

A thriving and resilient building and construction industry inspiring confidence, and supporting sustainable social, environmental, and economic outcomes for Queenslanders.

Our values:



Pursue excellence



Be courageous



Be helpful



Focus on people



Be connected



Value customers

Key Outcomes/Accountabilities

The aim of this role is to:

- Lead and manage the operation of the Financial Investigation Unit. This will include:
 - a) Directing and guiding the development and ongoing improvement of the policies, systems, processes, procedures and customer service delivered by the unit.
 - b) Developing and operating a professional, effective, customer-focussed and value adding unit within the Commission.
 - c) Ensure staff are provided with appropriate direction, guidance, training and assistance, and an up to date Performance Management Plan is in place for each calendar year.
 - d) Be an advocate of organisational change and continuous improvement. Ensure all staff are adequately informed, supported and empowered to facilitate change.
 - e) Administering the Financial Investigation Unit's Operational plans and annual budgets, including workforce planning and strategic planning.
- Lead investigations relevant to the function.
- Make administrative decisions in circumstances where the matter is complex or requires a decision at manager level.
- Maintain a reporting facility to track complaints received and managed for Monies Owed Complaints, Insolvencies and Exclusions, breaches of the *Building Industry Fairness (Security of Payment) Act 2017* with regards to adjudications and payment claim audits.
- Develop processes and methodologies to support and deliver *Building Industry Fairness (Security of Payment) Act 2017* payment claim audits to determine financial risk to the industry.
- Provide advice concerning the interpretation and application of the *Queensland Building and Construction Commission Act 1991*, *Building Industry Fairness (Security of Payment) Act 2017*, *Building Act 1975* and other relevant legislation and regulations.
- Monitor, review and report on the unit's performance including objectives, KPI's, and provide monthly reports to the QBC Board.
- Prepare a wide range of formal correspondence, including letters and briefing notes for internal use by the Commission and specifically for Ministerial team, industry and consumer stakeholders, including briefings on insolvency and exclusion events.
- Establish and develop sound working relationships with stakeholders including industry associations, to provide greater awareness of the Commission's aims, foster a co-operative or partnership approach to achieving the Commission's aims and keep informed or relevant developments.

- Ongoing monitoring, maintenance and alignment of the unit's cultural health with QBCC's core values & behaviours.

Candidate attributes

1. Proven ability to lead and manage a team of people, whilst ensuring the delivery of innovative, cost effective and efficient customer first outcomes.
2. Strong communication, interpersonal skills with a proven ability to develop collaborative relationships within the team and provide advice at a senior level.
3. Have a high level investigative, analytical and problem solving skills, and a sound understanding of accounting principles and the ability to apply them forensically.
4. Be able to revise, develop, interpret and apply legislation, policies and procedures.

Additional information

Our workforce is made up of many individuals with unique skills, values, backgrounds and experiences. We are committed to providing an environment where our employees have equal access to opportunities available at work, are not judged by unlawful or irrelevant attributes and have genuine feelings of belonging across workplace activities. We have a REDI Squad (Respect, Equity, Diversity, Inclusion), which helps positively influence, promote, support and encourage diversity and inclusion in our workplace.

Employment screening

Appointment to this role will be contingent on the satisfactory outcome of a check of an applicant's recorded criminal history. Applicants seeking appointment are required to disclose any criminal histories and/or charges (including convictions which are not recorded), usually at the time of interview.

A criminal conviction or charge will not automatically exclude an applicant from consideration for appointment. The Commission will obtain information from the Queensland Police Service on whether or not an applicant is under investigation for a serious offence and, if necessary, information can be obtained concerning the person.

All personal information obtained in the application process will be treated confidentially and held securely by the Commission. Applicants who have lived or worked overseas will be required to provide a current police clearance.

Failure to consent to the criminal history check will render the applicant unsuitable for the role.

- Where a subsequent or recurring vacancy arises, either from the same centre/location or different centre/location from the advertised position, the vacancy may be filled from the order of merit used to fill the original position. Applications will remain current for up to 12 months after the closing date.
- On appointment to this position a probationary period may apply.
- This position description provides the minimum requirements for the position. The incumbent may be required to undertake other duties as required.
- Delegations and authority to act – this position may be required to exercise certain powers in accordance with legislation.
- All staff must comply with their responsibilities under:
 - The Work Health and Safety Act 2011
 - **Public Sector Ethics Act 1994, including The Queensland Public Service Code of Conduct**
 - The Public Service Act 2008
- The incumbent will be required to travel on official business and the possession of a C class licence is mandatory.

- If the application closing date is relatively close to any leave or other absences, please provide alternate contact information in case you are shortlisted for an interview.
- A non-smoking policy is effective in Queensland Government buildings, offices and motor vehicles.
- Any newly appointed employee who was employed as a lobbyist in the previous two years is required to provide a disclosure to the Commissioner within one month of commencement in accordance with Disclosure of Previous Employment as a Lobbyist Policy.

For general information about the QBCC visit our website: www.qbcc.qld.gov.au

RTI RELEASE

QSS Record Extract

HR7880116 - Manager, Financial Investigations Unit

Number	HR7880116
Parent	RITM1243081
Client Status	Completed
Initiator	Caret Mostert
Affected Customer	Caret Mostert
Additional Recipients	
Client Reference	43810
Date Opened	19-09-2024 09:37:02
Date Completed	28-10-2024 11:50:35
Short Description	Manager, Financial Investigations Unit

Long Description

Long Description:

Form: Job evaluation request (JEMS)
Department: Queensland Building Construction Commission

Customer Instructions: The person to be interviewed Natasha Dennis-Weller is currently on leave and will return on 30 September 24

Closure Notes

Resolution Code Actioned/Completed

Solution:

Your request has been actioned

Human Resources

Submission Details

Employee details

Your details, unless you're submitting this form on behalf of another employee. If you are, select them here. If you can't select them here, you need to register them as a new user (use the link provided on this page).

Who is this request for?

Caret Mostert

Email

caret.mostert@qbcc.qld.gov.au

Department

Queensland Building Construction Commission

Who else should be able to view this request?[More information](#)**Request details****What do you want us to complete?**

Interview evaluation

Is this for a new or existing position?

Existing position

Existing position details**Existing position title**

Manager Financial Investigations Unit

Existing position number

1729

What is the existing position's work stream?

Administration

Existing position's classification

AO7

Why do you want to complete an evaluation?

Review

New position details**Position title**[Help text:](#)

If this is for an existing position and the position title is not changing, please repeat the existing title here.

Manager Financial Investigations Unit

Do you have an approved position description?

Yes

You must attach the approved position description below when you submit this form.

What is the proposed work stream?

Administration

Proposed classification

QSS to evaluate

Supervisor's position title

Director Financial Compliance

Supervisor's position number

2501

Supervisor's classification level[More information](#)

For SES position indicate if it is higher or lower (for example SES2H).

SO

Do you have an organisational chart?

No

Do you have other evaluation requests we need to consider with this request?[More information](#)

Sometimes you might need us to complete multiple evaluations simultaneously. For example, multiple new roles in a team.

No

Is the person selected under Employee details the contact person for further position information?

No

Contact person's name

Natasha Dennis-Weller

Contact person's position title

Acting Director Financial Compliance

Contact person's phone number

30328096

Contact person email address

natasha.dennis-weller@qbcc.qld.gov.au

Cost centre[More information](#)

EBC2

VADER reference number (Queensland Health only)

Evaluation Details

Is the contact person for this request the person we should interview about this position?

Yes

Are there additional people we should interview about this person?

No

Additional information

Instructions for QSS

[More information](#)

The person to be interviewed Natasha Dennis-Weller is currently on leave and will return on 30 September 24

Comments for approver

[More information](#)

Approval

Do you require approval from more than 1 person in your agency?

[More information](#)

No

First level approver details

Name

[More information](#)

Michelle Scott

Position title

Recruitment Advisor

Email

michelle.scott@qbcc.qld.gov.au

Department

Queensland Building Construction Commission

Second level approver details

Name

[More information](#)

Position title

Email

Department

☒ Affected Customer cannot be an approver

☒ Initiator cannot be an approver

Certifications

Initiator certification

I certify the information is correct and a true representation of the requirements and responsibilities of the position (where applicable), and the approver I have selected has the appropriate HR delegation to approve this request.

Approver certification

I certify the information is correct and I have the appropriate HR delegation to approve this request.

History

Communications

28-10-2024 11:50:46 - Email: sent

Email: sent: HR7880116 for RITM1243081, Manager, Financial Investigations Unit, closed

Recipients: caret.mostert@qbcc.qld.gov.au

Subject: HR7880116 for RITM1243081, Manager, Financial Investigations Unit, closed

Queensland Shared Services

Hi Caret

I've completed your request, [HR7880116](#), Manager, Financial Investigations Unit. You can see the details in [My requests](#) in the QSS Self Service Centre.

Comments

Your request has been actioned

Client reference: 43810

If you're happy with the outcome, you don't need to do anything. If you want to talk to us again about this request, please reply to this email or you [call us](#) within 3 working days.

Use the QSS Self Service Centre to do business with us, ask a question or report an issue.

[Unsubscribe](#) | [Notification Preferences](#)

28-10-2024 11:48:25 - Email: sent

Email: sent: Your evaluation— Manager, Financial Investigations Unit, QSS JEMS ID 43810

Recipients: caret.mostert@qbcc.qld.gov.au

Subject: Your evaluation— Manager, Financial Investigations Unit, QSS JEMS ID 43810

Email sent with the following attachments:

- [WorkValueAssessment_43810.pdf](#)

Hello

Thank you for asking QSS JEMS to evaluate the position of **Manager, Financial Investigations Unit** with Queensland Building Construction Commission.

We have evaluated this as a **classification level AO7**.

Please find attached the work value assessment report.

We have completed this evaluation using the Job Evaluation Management System (JEMS).

Your QSS JEMS ID number for this evaluation is **43810**.

Please note, this evaluation report supersedes the original report from JEMS ID 43584 issued on 20th August 2024.

NEXT STEPS

If you are advertising this position, you'll need to consider the [Recruitment and selection directive](#) and your agency's workforce and equity and diversity plans. Contact your agency HR team for help.

If you need to contact us about this evaluation, visit the [QSS Self Service Centre](#) and leave a comment on this request.

For more information on our services and how we evaluate a position, visit [Establish or review a role's classification level \(JEMS\)](#).

Regards

JEMS Team
Queensland Shared Services

14-10-2024 18:51:05 - Email: received

Email: received: RE: QSS JEMS Request: Manager, Financial Investigations Unit, QSS JEMS ID 43810

From: Natasha.Dennis@qbcc.qld.gov.au

Recipients: qss@chde.qld.gov.au

Subject: RE: QSS JEMS Request: Manager, Financial Investigations Unit, QSS JEMS ID 43810

- Email received with the following attachments:
- image001.png

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Angela,

Thank you for the email – I have added some notes to the questions posed (in red font), in readiness for the discussion tomorrow.

Thanks,

Natasha Dennis
Director Financial Compliance
Financial Compliance

P +61 7 3032 8096

GPO Box 5099, Brisbane QLD 4001

 Queensland Building and Construction Commission. The QBCC acknowledges the Aboriginal and Torres Strait Islander Traditional Custodians of Country throughout Australia and recognise the continuing connection to lands, water and communities. We are committed to creating an inclusive, safe, positive and productive workplace.

From: Queensland Shared Services <qss@chde.qld.gov.au>

Sent: Monday, 14 October 2024 9:09 AM

To: Natasha Dennis <Natasha.Dennis@qbcc.qld.gov.au>

Subject: QSS JEMS Request: Manager, Financial Investigations Unit, QSS JEMS ID 43810

Hi Natasha,

I look forward to meeting with you on Tuesday 15 October at 10am, to discuss the role evaluation for the position of **Manager, Financial Investigations Unit**.

We'd appreciate if you can be fully across the positions responsibilities and be prepared to answer the below questions about the position's knowledge, judgement and accountability. We interpret the information you provide to determine a position's work value using the conventions of the methodology. The better the information you provide, the more confident we can be in our analysis.

If you feel there may be an additional person that can value add and provide specific positional information, please let me know, and I can invite them to also attend the discussion (please note we strongly recommend against the incumbent attending this interview discussion).

1. What is the positions' primary purpose in your department.

Oversight and management of three distinct functions – monies owed complaints, exclusion process, BIF offences

2. What type of decisions will the position need to make?

- Does the position make decisions or recommendations on tasks, processes, procedures, advice. For example, may be required to set timeframes or negotiate extension of timeframes. Statutory timeframes cannot be shifted. The manager will be responsible for determining how timeframes can be met and then directing the position accordingly.
- What decisions will the position need to escalate to a higher position?

Manager cannot shift legislative timeframes. The position does not directly make decisions, nor set timeframes (as the timeframes are set legislatively). Decisions may need to be escalated if complex or if require legal advice to be

the circumstances are set legislatively). Decisions may need to be escalated if complex or if require legal advice to be obtained.

3. What level of authority and independence does the position have?

- Think about what it may influence (i.e. the nature or scope of its own work, the work or decisions of others or the direction of the unit or agency)

The position is somewhat limited as to influence. The scope of work is set out by legislation, and does not require specific direction by this position.

4. What type of activities is the position required to interpret, analyse and provide advice on?

- For example, to what degree and frequency is this position expected to analyse and interpret trends or circumstances (e.g. legislation, trends, data analysis)?

- How much is the position influenced or constrained by frameworks, policies, guidelines, structures, and the extent of direction provided?

- Will it be required to read papers or reports, transcripts of hearings, interpret and provide advice on matters relating to the program and broader reform agenda, or interpret if an issue is likely to be a matter of priority?

For monies owed complaints, the advice is very limited, as most scenarios have already previously been covered off on. There may be circumstances when legal advice is required for exclusion actions, but the position is merely the intermediary between the decision maker and our Legal Services for this advice. There is no requirement for reading of papers, transcripts of hearings, nor providing advice on matters relevant to broader reform. If interpretation of an issue is likely, official legal advice would be sought and relied upon.

5. What problem solving and issue resolution activities are required for the position?

- Is the position expected to manage complexities?

- Describe these complexities and their degree of difficulty.

- Is this position expected to resolve issues or solve problems (e.g. is it required to interpret information and analyse situations, and provide recommendations to best achieve outcomes)? Provide examples

Complexities are not common within this area – a monies owed complaint against a large licensee is actioned identically to the way it would be actioned against a smaller licensee. Exclusion actions can be complex, but in these instances, specific legal advice would be sought and received in these instances. The position is required to resolve issues which require escalation, similar to other team leader positions within the organisation.

6. Describe the challenging aspects of the position and why it is challenging.

- What makes this position challenging in the organisational context, not what is challenging for the incumbent, and how does it work through these challenges? These may be short or long term and must be related to the position (not the person).

- Challenges may involve client demands, changes to legislation, new procedures, technology, developing new approaches, variations in workload etc. For example, needing to maintain technical expertise; geographical spread of program or service delivery or staff

New technology may be challenging to the position, with reporting mechanisms migrating from the previous system to Salesforce. This would be expected to be a short term challenge, once system requirements are firmed up. No changes to legislation are expected, nor any changes to procedures or variations in workload.

7. What knowledge and understanding does this position require?

Knowledge and understanding of the QBCC Act, MFR Regulations and BIF Act.

8. What skills and abilities does the position require?

30-09-2024 12:08:45 - Email: received

Email: received: RE:HR7880116 - QSS JEMS Interview Manager, Financial Investigations Unit - QSS JEMS ID 43810

From: jems@chde.qld.gov.au

Recipients: Natasha.Dennis-Weller@qbcc.qld.gov.au,Angela.PANTALONE@chde.qld.gov.au,QSS@chde.qld.gov.au

Subject: RE:HR7880116 - QSS JEMS Interview Manager, Financial Investigations Unit - QSS JEMS ID 43810

Microsoft Outlook Web Access: <https://outlook.office365.com/owa/hpwqld.onmicrosoft.com/?itemid=AAMkADEwZWE1NzYzLTk3N2UtNDI0Ny05MTQ1LTcxM2Q1OTU1YjJjYgBGAAAAAABw8QMMuXDwS6p16rOP1B9dBwBEx1WJAXpRSZ%2BGPw7NaLEYAAAAk7VfAAADysPxcX0ITqMHBLeQuYGDAAUyhnOzAAA%3D&exvsurl=1&path=/calendar/item>

To receive meeting invitations as .iCalendar attachments instead of Outlook Web App links, go to <https://outlook.office365.com/owa/hpwqld.onmicrosoft.com/?path=/options/popandimap> and select Send meeting invitations in iCalendar format.

Hi Natasha,

This calendar invitation is for the Job Evaluation role discussion via MS Teams with QSS JEMS to discuss the above-mentioned position.

We'll be discussing the context, responsibilities and complexities of the role, and get a better understanding of the level of knowledge, judgement and accountability required of this position.

Please refer to the following examples of the questions I will be asking to assist you in preparing for our discussion.

1. What decisions can the position make on its own and what would it need to escalate to a higher level?
2. What level of authority and independence does the position have?
3. What level of judgement and reasoning, including problem solving and issue resolution does it have?
4. What are the challenges of the position, and why?
5. What knowledge, skills, abilities and experience will the position require?

Some key points to consider:

- An evaluation profile reflects what a role currently does. If you think a role is going to change in the near future, make a note to undertake a new job analysis and evaluation in 12-24 months.
- Always focus discussions on the role, not the person in the role. The evaluation profile reflects the role as it should be performed by any competent person. Don't let your knowledge about the performance of a person in the role influence its expertise, responsibilities or accountability. Just because a manager thinks the person in the role is a superstar does not mean the role should be evaluated higher. Always evaluate roles in terms what is required for a competent person to perform the role.
- Monitor for personal perceptions and biases. Evaluating roles in your organisation can be tricky. Be careful not to make assumptions about roles based on the title of the role or your experience interacting with the role. The context of a role is important. For example, what an Administrative Assistant does, can vary between organisations, functions and teams.
- How current is the role description and does it contain relevant information? Most role descriptions remain current for 2-3 years. Beyond that, it's highly likely the role will have changed or evolved.

By providing me with additional information, you will help me understand what the position does, as well as how, why, where and when the position is needed to meet your unit's and agency's objectives. The information required from this discussion is further to the information provided in the Role Description to enable me to accurately evaluate and substantiate the positions work value (classification level) according to the JEMS methodology.

Thank you, I look forward to meeting with you, and if you have any queries, please don't hesitate to contact me.

Regards

Angela Pantalone

Job Evaluation Officer | HR Advisory Services

Queensland Government Customer and Digital Group

[QSS Self Service Centre](#)

Level 9, 310 Ann Street Brisbane QLD 4000

Microsoft Teams [Need help?](#)

[Join the meeting now](#)

Meeting ID: 432 820 921 844

30-09-2024 11:58:59 - Email: [received](#)

Email: received: RE: QSS JEMS Request: Manager, Financial Investigations Unit, QSS JEMS ID 43810

From: Natasha.Dennis-Weller@qbcc.qld.gov.au

Recipients: qss@chde.qld.gov.au

Subject: RE: QSS JEMS Request: Manager, Financial Investigations Unit, QSS JEMS ID 43810

RTI RELEASE

- Email received with the following attachments:
- image001.png

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Angela,

Tuesday, 15 October 10am works for me.

Thanks,

Natasha Dennis-Weller
Financial Compliance

P +61 7 3032 8096

GPO Box 5099, Brisbane QLD 4001



The QBCC acknowledges the Aboriginal and Torres Strait Islander Traditional Custodians of Country throughout Australia and recognise the continuing connection to lands, water and communities. We pay our respect to Aboriginal and Torres Strait Islander cultures and to Elders past and present.

We are committed to creating an inclusive, safe, positive and productive workplace.



From: Queensland Shared Services <qss@chde.qld.gov.au>

Sent: Monday, 30 September 2024 11:02 AM

To: Natasha Dennis-Weller <Natasha.Dennis-Weller@qbcc.qld.gov.au>

Subject: QSS JEMS Request: Manager, Financial Investigations Unit, QSS JEMS ID 43810

Hello

The position of **Manager, Financial Investigations Unit** with Queensland Building Construction Commission, **QSS JEMS ID 43810**, has been submitted to QSS for role evaluation via an interview process, in lieu of completing the Job evaluation request form.

I am writing to you, as the nominated contact person(s), to arrange a time to discuss specific aspects about the knowledge, judgement and accountability required of the position.

Due to the current high demand for interviews, my availability to conduct an interview is as follows (we generally allow 1 hour for an interview per position being evaluated):

- Tuesday, 15 October 2024 – anytime from 10am
- Wednesday, 16 October – anytime from 10am
- Thursday, 17 October – anytime from 10am

Could you please nominate your preferred time and date, with the name, position title and email address of any other participants who may be attending.

Once these details are received, I will send you an MS Teams meeting invitation with further details including example interview questions to assist you with preparing for our interview.

Alternatively, for a faster turnaround for this evaluation (within 10 days of receipt of all required information) there is the option of completing a Job evaluation request form, in lieu of an interview. You can complete and submit the Job evaluation request form (JEMS) via the [QSS Self Service Centre](#). If you choose to submit Job evaluation request form, please let us know as we'll need to close this record while we await the completed form.

Angela Pantalone

19-09-2024 14:40:54 - Email: sent

Email: sent: QSS JEMS Request: Manager, Financial Investigations Unit, QSS JEMS ID 43810

Recipients: caret.mostert@qbcc.qld.gov.au

Subject: QSS JEMS Request: Manager, Financial Investigations Unit, QSS JEMS ID 43810

Hello

Thank you for your Interview evaluation request for the position of **Manager, Financial Investigations Unit**, with Queensland Building Construction Commission to be evaluated by QSS JEMS. This position has been allocated the unique QSS JEMS ID number of **QSS JEMS ID 43810**.

This interview evaluation request will be assigned to one of our JEMS Evaluation Officers, who will be in contact with the nominated contact person(s) to arrange a suitable date and time for interview.

Please be advised that due to a current high demand for interviews, the JEMS team's availability to conduct interviews at this stage is expected to be from week commencing **Monday, 14 October 2024**. (Contact will be made with [Natasha Dennis-Weller](#) in week begging 30 September on her return from leave to schedule the Interview). The JEMS Evaluation Officer, when scheduling the interview, will also advise the interview contact person(s) of this wait period, and if more suitable, will also offer the option of completing the Job evaluation request form, in lieu of an interview for a faster turnaround.

Provided we receive the required information, we'll finalise the evaluation and will send the evaluation report with a classification level and our reasoning within 10 working days after the interview, however we will endeavor to have this completed and returned to you prior to this date.

Please note that if further information or clarity is required to complete these evaluations, this may extend the SLA due date. If this occurs, we'll keep you informed of the revised SLA due date.

19-09-2024 09:37:18 - Email: sent

Email: sent: HR7880116 for RITM1243081, Job evaluation request (JEMS) for Caret Mostert, created

Recipients: caret.mostert@qbcc.qld.gov.au

Subject: HR7880116 for RITM1243081, Job evaluation request (JEMS) for Caret Mostert, created

Hi

We've created [HR7880116](#) for the Job evaluation request (JEMS) form, RITM1243081. Use this record number to continue tracking the request in the QSS Self Service Centre as we complete the work.

[Contact us](#) if you need help.

Regards

Queensland Shared Services

Use the QSS Self Service Centre to do business with us, ask a question or report an issue.

Ref:MSG75351293 s45RDVaIVe13DFeshAN

Related Records**Attachments**

6 Attachments

File name	Content type	Created	Created by
WorkValueAssessment_43810.pdf	application/pdf	28-10-2024 11:48:11	jenny.sharp@chde.qld.gov.au
Questions.docx	application/vnd.openxmlformats-officedocument.wordprocessingml.document	22-10-2024 13:37:58	angela.pantalone@chde.qld.gov.au
43810 - Interview summary.docx	application/vnd.openxmlformats-officedocument.wordprocessingml.document	22-10-2024 13:37:54	angela.pantalone@chde.qld.gov.au
RE_HR7880116 - QSS JEMS Interview Manager, Financial Investigations Unit - QSS JEMS ID 43810.docx	application/vnd.openxmlformats-officedocument.wordprocessingml.document	15-10-2024 10:51:14	angela.pantalone@chde.qld.gov.au
image001.png	image/png	30-09-2024 11:58:59	system
AO7 Position Description Manager Financial Investigations Unit.docx	application/vnd.openxmlformats-officedocument.wordprocessingml.document	19-09-2024 09:37:03	system

Work value assessment

QSS JEMS ID

43810

Position evaluated

Manager, Financial Investigations Unit

Financial Investigations, Financial Compliance, Regulatory Standards and Support, Queensland Building and Construction Commission

Evaluation outcome

A07

Work value profile

Position	JEMS ID	Impact	Expertise	Judgement	Accountability	Total work value
Manager, Financial Investigations Unit	43810	Advice	F3+d- (203)	D4 (153)	E-1+d (177)	533
Supervisor (SO)	(Guide)	Advice	F+4d (309)	D+5- (218)	E+2+d (269)	796

Evaluation process

Queensland Shared Services (QSS) independently evaluated **Manager, Financial Investigations Unit** on **28 October 2024** using the information provided by your office and the Mercer [Job Evaluation Management System \(JEMS\)](#) to determine its inherent work value.

The position has been evaluated against eight sub-factors shown by empirical research common across all jobs. We also considered the supervisor's profile to ensure the relevant accountabilities and responsibilities within the hierarchy were appropriate. We then determined and assigned relevant values to the impact, expertise, judgement and accountability of the position. The combination of the work value points align to a classification level within the Queensland Public Sector classification framework.

Summary of evaluation findings

An interview evaluation was conducted with Natasha Dennis, Director Financial Compliance on 15 October 2024.

Caret Mostert, Senior HR Officer, requested a review of the evaluated position of Manager, Financial Investigations Unit (AO8) that was evaluated on 20th August 2024. A review has been undertaken based on additional information/context provided by Natasha Dennis, Director Financial Compliance on the 15th October 2024 and the outcome is below. This evaluation report supersedes the original report from JEMS ID 43584 issued on 20th August 2024.

The Manager, Financial Investigations Unit, reporting to the Director Financial Compliance, will lead and manage the operation of the Financial Investigation Unit, which includes overseeing the monies owed complaint process, payment claim audits and exclusion actions. This will include developing and operating a professional, effective, customer-focussed and value adding unit within the Commission. The position will ensure staff are provided with appropriate direction, guidance, training and assistance. The position is required to be an advocate of organisational change and

continuous improvement and ensure all staff are adequately informed, supported and empowered to facilitate change. The position will be required to administer the Financial Investigation Unit's Operational plans and annual budgets, including workforce planning and strategic planning along with prepare and manage approved audit programs for payment claim audits.

The position requires the ability to lead and manage a team of people, whilst ensuring the delivery of innovative, cost effective and efficient customer first outcomes. It will require knowledge and understanding of the Queensland Building and Construction Commission (QBCC) Act 1991, Building Industry Fairness (BIF) (Security of Payment) Act 2017 and the Minimum Financial Requirements (MFR) Regulations as the position is responsible for the oversight of those regulatory functions within the team and requires knowledge of those particular sections of the legislation to make sure that the decision makers are making the correct decision. The position requires high level investigative, analytical and problem-solving skills, and a sound understanding of accounting principles and the ability to apply them forensically. The position also requires the ability to revise, develop, interpret and apply legislation, policies and procedures. It will require strong communication, interpersonal skills with a proven ability to develop collaborative relationships within the team and provide advice at a senior level. The position will be required to establish and develop sound working relationships with stakeholders including industry associations, to provide greater awareness of the Commission's aims, foster a co-operative or partnership approach to achieving the Commission's aims and keep informed or relevant developments.

The position will be required to direct and guide the development and ongoing improvement of the policies, systems, processes, procedures and customer service delivered by the unit. It will develop processes and methodologies to support and deliver Building Industry Fairness (Security of Payment) Act 2017 payment claim audits to determine financial risk to the industry. The position will maintain a reporting facility to track complaints received and managed for Monies Owed Complaints, Insolvencies and Exclusions, breaches of the Building Industry Fairness (Security of Payment) Act 2017 with regards to adjudications and payment claim audits. Furthermore, it will provide advice concerning the interpretation and application of the QBCC Act 1991, Building Industry Fairness (Security of Payment) Act 2017, Building Act 1975 and other relevant legislation and regulations. The position will monitor, review and report on the unit's performance including objectives, KPI's, and provide monthly reports to the QBC Board. It will investigate and action complaints and other intelligence regarding allegations of monies owed by QBCC licensed builders which are overdue for payment and QBCC licensees who are suspected of being in financial distress and not meeting the Minimum Financial Requirements. The position will also investigate and action exclusions of licenced persons and companies and influential individuals in an insolvency event as per the QBCC Act. The position may be challenged by new technology, with reporting mechanisms migrating from the previous system to Salesforce. This would be expected to be a short-term challenge once system requirements are firmed up.

The position will make administrative decisions in circumstances where the matter is complex or requires a decision at manager level. The position will provide overview of the caseloads/workloads that are coming in. Furthermore, the position would be responsible for ensuring that within the team there is a fair flow of work as officers are to be cross skilled against the various functions within that area, ensuring they are meeting their set KPIs, and timeframes that are relevant to the two particular area functions, monies and complaints and exclusions. The position has overview to ensure that these are dealt with in a timely manner. The position is relied upon for the oversight of the team's outputs. Additionally, the position will prepare a wide range of formal correspondence, including letters and briefing notes for internal use by the Commission and specifically for the Ministerial team, industry and consumer stakeholders, including briefings on insolvency and exclusion events. The position will also undertake statistical reporting, reporting for monthly/quarterly board papers, Ministerial reports and provide input for their particular areas.

More information

If you would like to discuss the evaluation outcome, please contact us via the [QSS Self Service Centre](#).

You can [learn more about how we evaluate positions](#) using the JEMS methodology on the *For Government* website.

Kind regards

The QSS JEMS team

1. What is the positions' primary purpose in your department.

Oversight and management of three distinct functions – monies owed complaints, exclusion process, BIF offences

2. What type of decisions will the position need to make?

- Does the position make decisions or recommendations on tasks, processes, procedures, advice. For example, may be required to set timeframes or negotiate extension of timeframes. Statutory timeframes cannot be shifted. The manager will be responsible for determining how timeframes can be met and then directing the position accordingly.
- What decisions will the position need to escalate to a higher position?

Manager cannot shift legislative timeframes. The position does not directly make decisions, nor set timeframes (as the timeframes are set legislatively). Decisions may need to be escalated if complex or if require legal advice to be obtained.

3. What level of authority and independence does the position have?

- Think about what it may influence (i.e. the nature or scope of its own work, the work or decisions of others or the direction of the unit or agency)

The position is somewhat limited as to influence. The scope of work is set out by legislation, and does not require specific direction by this position.

4. What type of activities is the position required to interpret, analyse and provide advice on?

- For example, to what degree and frequency is this position expected to analyse and interpret trends or circumstances (e.g. legislation, trends, data analysis)?
- How much is the position influenced or constrained by frameworks, policies, guidelines, structures, and the extent of direction provided?
- Will it be required to read papers or reports, transcripts of hearings, interpret and provide advice on matters relating to the program and broader reform agenda, or interpret if an issue is likely to be a matter of priority?

For monies owed complaints, the advice is very limited, as most scenarios have already previously been covered off on. There may be circumstances when legal advice is required for exclusion actions, but the position is merely the intermediary between the decision maker and our Legal Services for this advice. There is no requirement for reading of papers, transcripts of hearings, nor providing advice on matters relevant to broader reform. If interpretation of an issue is likely, official legal advice would be sought and relied upon.

5. What problem solving and issue resolution activities are required for the position?

- Is the position expected to manage complexities?
- Describe these complexities and their degree of difficulty.
- Is this position expected to resolve issues or solve problems (e.g. is it required to interpret information and analyse situations, and provide recommendations to best achieve outcomes)? Provide examples

Complexities are not common within this area – a monies owed complaint against a large licensee is actioned identically to the way it would be actioned against a smaller licensee. Exclusion actions can be complex, but in these instances, specific legal advice would be sought and received in these instances. The position is required to resolve issues which require escalation, similar to other team leader positions within the organisation.

6. Describe the challenging aspects of the position and why it is challenging.

- What makes this position challenging in the organisational context, not what is challenging for the incumbent, and how does it work through these challenges? These may be short or long term and must be related to the position (not the person).
 - Challenges may involve client demands, changes to legislation, new procedures, technology, developing new approaches, variations in workload etc. For example, needing to maintain technical expertise; geographical spread of program or service delivery or staff
- New technology may be challenging to the position, with reporting mechanisms migrating from the previous system to Salesforce. This would be expected to be a short term challenge, once system requirements are firmed up. No changes to legislation are expected, nor any changes to procedures or variations in workload.

7. What knowledge and understanding does this position require?

Knowledge and understanding of the QBCC Act, MFR Regulations and BIF Act.

8. What skills and abilities does the position require?

Manage a relatively small team, ensure staff are provided with appropriate direction and guidance, make administrative decision in circumstances where the decision requires an escalated level, reporting statistics, overview of team budget and workforce planning

9. What experience is required for this position?

- How is it used/required, and to what level. For example, extensive, basic knowledge, minimum years of experience

Ability to lead a team, good communication and interpersonal skills, provide advice at a senior level, good problem solving skills, ability to interpret and apply legislation, policies and procedures. No minimum years of experience, nor any specific qualifications required.

10. What interpersonal and communication skills are required for this position?

- What communication, influence, support, persuasion, care, counselling, motivation, negotiation, coaching, mentoring, managing and problem-solving skills are required?

- What internal and external skills are required when interacting with clients, suppliers, customers, general public, non-English speaking people or culturally diverse groups? For example, superior written skills to prepare a range of ministerial and other correspondence which communicates technical and complex issues effectively.

More internal than external, not required to provide ministerial advice (but provide input into said advice), minimal external correspondence required and any that are required (for exclusion purposes) are supported by internal legal advice, briefings are required to Director level before technical or complex issues are communicated

RTI RELEASE

Interview Summary

QSS Job Evaluation Management Systems

The below is a record of conversation for an interview conducted between the QSS Job Evaluation Management team and a representative(s) from the agency for the evaluation of a position to determine its work value.

Position details

QSS JEMS ID & HR record: 43810 - HR7880116

Position title: Manager, Financial Investigations Unit
Agency: Queensland Building and Construction Commission
Date/time of interview: 15 October 2024 – 10am
QSS JEMS evaluator: Angela Pantalone
Interviewee(s): Natasha Dennis, Director Financial Compliance

Interview summary

Role overview and purpose

- The organisation went through a reset where some teams were realigned to suit better operational provisions and through that process, there was a name change from Payment Support Unit (PSU) to now Financial Investigations unit (FIU) which has received more staff, not significant in number, but more team members and additional responsibilities being the Exclusion Provision, as well as some other factors that flow off the money - Complaints, which is the Building Industry Fairness (BIF) payment claims.
- Both of which, the Exclusions Process (putting someone out of the industry permanently) and the extra building industry fairness (BIF) work, because there were extra staff that also came with that restructure, hasn't increased the overall workload within the team, but this position is required to oversee those functions.
- Team of 7- all direct reports
- The position overviews the workflow within the team, including KPI's and requiring and understanding of all work done by the Case Managers and being the escalation point for queries.
- There is now a support officer that will allocate the workload – this was sitting with the Team Leader/Manager position previously.
- With the Exclusion Process there is there are sometimes complex issues that come out of this and this position would then facilitate the seeking of legal advice in relation to that particular matter - may not necessarily make the decisions themselves, but they overview or facilitate that process to an outcome.
- Positions will do statistical reporting, reporting for monthly/quarterly board papers, Ministerial reports Providing input for their particular area

Questions:

1. PD - Administering the Financial Investigation Unit's Operational plans and annual budgets, including workforce planning and strategic planning.

- i. What does this entail?
- ii. Is the position creating the operational plans?

- the budget part is done through a consultation process between the finance business partner, the Director and this position. Budgets are handed down and they administer that to make ensure they don't overspend or under spend and then have to report those figures.
- The strategic planning that gets set by the senior leadership team that filters down to the Assistant Commissioner, the director and then flows on to the team. The team don't have input into the strategic planning, they will be provided KPIs and measures and tasked to work with that.

2. PD - High level investigative, analytical and problem solving skills - What will the position use these skills for?

- If there are matters that are escalated - on occasions where a licensee and or a subcontractor through the money's aid complaint process may not be happy with the outcome and becomes aggrieved.
- This position is escalation point and will manage that process either through the case Officer or directly picking up the phone and alleviating that process or alleviating the that grief.
- If the member of Parliament raises an issue, it would go to this position to facilitate that process.
- This position is the contact point for that kind of process.
- The investigative skill part would be for exclusions process. The money's owned complaint process has one particular piece of legislation, one section of a piece of legislation. It's very black and white and there is not much grey area there to apply discretion or interpretation to that.
- The exclusions process has a few parts of legislation and as this process is essentially putting someone out of the industry permanently, that has a large ramification. This position is the escalation point to ensure that the right processes have been followed again through any escalation points of the licensee is aggrieved through that issue.
- The position will also oversee if a licensee was to apply for a review to the Queensland Civil and Administrative Tribunal of that decision the position would overview that process, but it would be the case officer and the legal officer that would carry out that review process.
- This position will offer some support to the case officer through that process to make sure that they're comfortable with the decision but ultimately, it's the case officer and the legal officer that would deal with the review. (the legal officer would represent the Commission in that process and the case officer would then provide information around the decision that has been made)

3. Escalation

- Escalation to the director would be vacancies within the team.
- Workplace issues if there are any grievances within the team, how they're being managed.
- Particular changes or grievances or challenges would be through the director level, Assistant commissioner. This position does not have a Direct Line of command between the team leader and the chief building regulator.

4. What makes this position complex:

- Complexity comes in for the exclusion process as they are taking people out for permanent and need to establish things like were they solvent at the time of the event? Were they in the construction area? Because you can run companies that aren't in construction, so that part can be slightly more complex, but I wouldn't say that it's.

5. **PD – Lead investigations relevant to the function** - Example of this

- The position will provide overview of the caseloads/workloads that are coming in.
- The position would be required and responsible for making sure that within the team there is a fair flow of work as officers are meant to be cross skilled against those various functions. They've got the three functions within that area and meeting their set KPIs, that there are time frames that are relevant to the two particular area functions monies are complaints and exclusions. Position has overview to ensure that they're dealt with in a timely manner.

6. **PD - Make administrative decisions in circumstances where the matter is complex or requires a decision at manager level.** - What are these types of decisions?

- The positions may have to seek legal advice in relation to a particular case and be put in the position or requirements to make that administrative decision on that particular case. (rarely)

Knowledge, skills and experience (in addition to the PD)

1. **Knowledge and understanding of the QBCC Act, MFR Regulations and BIF Act.**

- What is MRF Regulations - minimum financial requirements
 - What is BIF Act - building industry fairness
 - How does this knowledge help the position in its role - As the positions is responsible for the oversight of those regulatory functions within that team. So that team commences investigations, it takes regulatory action such as suspensions and cancellations. The position needs to have regulatory knowledge or knowledge of those particular sections of the legislation to make sure that the decision makers are making the correct decision.
2. It's definitely not a requirement of the position to have skill sets such as Criminal Code? (a lot of what was provided in the previous online form for the original evaluation) All of those other particular pieces of legislation, it's not a requirement or an expectation.

Communication, interpersonal skills, stakeholder engagement

- The positions is not required to do industry engagement. There's very limited stakeholder exposure to that position as well.

Accountability, Independence, authority, decision making, advice

The position is relied upon for the oversight of the team's outputs

RE_HR7880116 - QSS JEMS Interview Manager, Financial Investigations Unit - QSS JEMS ID 43810-20241015_100112-Meeting Recording

October 15, 2024, 12:01AM

22m 35s

● **Angela Pantalone** started transcription

AP **Angela Pantalone** 0:04

OK, so we're here today to talk about manager Financial Investigations unit. So what I can see is that an evaluation was done maybe last month I think.

Or back in July or August or July.

And now we're just looking at doing, I guess a re evaluation of that with some new information. So I really I guess we'll.

ND **Natasha Dennis-Weller** 0:27

Mm hmm.

AP **Angela Pantalone** 0:34

Take this as an independent eval from that other.

Other evaluation when I spoke to Karen about this role, she said that that maybe some of the information provided in the first the first go wasn't maybe quite right or was maybe a little bit over inflated. I would say maybe from what I did read because I did have a quick look back at it that maybe the incumbent wrote.

That and.

With gems, I guess we try to steer away from that. I'm sure you know. So you know James is about position, not about a person, but you know, of course they do get.

They do get very intertwined. So yeah. So we can definitely acknowledge that. So thank you for sending that information today. So what I've done is I've gone through that and I've rather than.

Ask you those questions again. I've just come up with some other questions and we'll kind of go through some things.

That you've provided. So yeah, so there will be some, some of the same questions, but some different ones as well. So I guess from your point of view then did you

wanna start with a bit of an overview of what's been going on or just want me to get straight into the questions?

ND Natasha Dennis-Weller 1:56

I'm just straight into the questions. Is fine, yeah.

AP Angela Pantalone 1:57

Yeah. OK. So so from the previous evaluation, I can see that there was a merging of two units, payment support unit exclusions unit. This position was the manager of the payment support and then there was another manager of the exclusions unit. They were APO 6, they've now merged. So I guess what has now changed for this role.

Since the merging or you know what, what the differences that have happened?

ND Natasha Dennis-Weller 2:31

The you that is correct and a very good summary, the.

AP Angela Pantalone 2:33

Mm hmm.

ND Natasha Dennis-Weller 2:37

The organisation went through a reset where some teams were realigned to suit better operational provisions.

Through that process that it was a name change from PSU to now FIU Financial Investigations unit and it's picked up.

AP Angela Pantalone 2:53

Yep.

ND Natasha Dennis-Weller 2:58

More staff, more team members, not significant in number, but more team members and.

AP Angela Pantalone 3:04

Yep.

ND Natasha Dennis-Weller 3:05

Additional responsibilities being the exclusion provision, as well as some other factors that flow off the money zone complaints, which is the building industry fairness payment claims.

AP Angela Pantalone 3:09

Mm hmm mm hmm.
OK.

ND Natasha Dennis-Weller 3:22

Both of which the exclusions process and the extra BIFF work is not doesn't because there was extra people that also came with that restructure.

Hasn't increased the overall workload.

Within the team, but the manager, Slash team leader role is required to oversee those functions, which is not unusual for a team within our organisation.

If we use a similar analogy to the financial assessment unit, that unit has four streams within it.

AP Angela Pantalone 3:54

Mm hmm.
Hi.

ND Natasha Dennis-Weller 4:01

So intertwined responsibilities that and the manager overseas the.
Scope of that.

AP Angela Pantalone 4:08

Yeah. OK. Excellent. So, so this team then that this position looks after, how big is this team? How many?

ND Natasha Dennis-Weller 4:16

7.

AP Angela Pantalone 4:17

Incumbent 7. And are they all direct reports of this position? OK, cool. Excellent. OK, so you talked about the three functions, so it's money's owed complaints, exclusion process and Biff. So first, what does Biff stand for? Just so I can.

ND **Natasha Dennis-Weller** 4:20

Yes.

Points.

Sorry, building industry fairness act.

AP **Angela Pantalone** 4:37

OK, excellent. OK. So then I guess if you could just maybe a bit of an overview then about the oversight that this position.

Provides of these kinda three functions and of the team.

ND **Natasha Dennis-Weller** 4:53

So.

The position, so the position also has a support officer for the team and processes have recently changed where the support Officer now now allocates the workload that was sitting with at the manager level. That's been changed. So the position essentially overviews the.

Workflow.

Within the team KPIs that kind of management.

Overview.

AP **Angela Pantalone** 5:31

Yep.

ND **Natasha Dennis-Weller** 5:32

Also, with the exclusion process there is there are sometimes.

Complex issues that come out of the exclusion process and the manager position would then facilitate.

The seeking of legal advice in relation to that particular matter so.

They may not necessarily.

Make the decisions themselves, but they overview or facilitate that process to an outcome.

AP **Angela Pantalone** 5:59

Hmm.

Yep. Excellent.

ND **Natasha Dennis-Weller** 6:04

They do. They also do statistics, statistical reporting, reporting for monthly Slash, quarterly board papers, ministerial.

Reports things like that. They'll add in the reporting for their particular areas.

AP **Angela Pantalone** 6:25

OK, Yep, cool. Now something else on the PD was that it administers the Financial Investigation Unit's operational plans and annual budgets. So what does that entail? Is this position creating those operational plans or when you say administer, it's just making sure that it's being adhered to and yeah, OK.

ND **Natasha Dennis-Weller** 6:41

9.

It's been rolled out for that area. Yeah. So the budget part is done through a consultation process between our finance business partner, the Director and the team leader. They don't, we don't create our budgets, we get our budget handed down to us and we administer that to make sure we don't overspend or under spend. And then we have to report those figures.

AP **Angela Pantalone** 7:03

Yep, OK.

Yeah.

ND **Natasha Dennis-Weller** 7:12

Very similar to the strategic planning that gets set by our senior leadership team that philtres down philtres down to the Assistant Commissioner, the director.

And then that flows on to the team. The team don't have input into the strategic planning we get. Here's your KPIs. Here's your measures go off and do that.

AP **Angela Pantalone** 7:26

OK.

Yeah. OK, excellent.

ND **Natasha Dennis-Weller** 7:32

So they do administer, they don't do not create. Yeah.

AP **Angela Pantalone** 7:34

Yeah, create OK. And that was my other question about the strategic planning, so. It. Yeah. So it's just I guess so that the even the strategic comes down and it's more about administering, it's not really setting up any of the strategic type goals or anything like that for the yeah.

ND **Natasha Dennis-Weller** 7:53

No, no. But having said that, anyone in our organisation could say, hey, this is a great idea. That great idea has to be run up through the chain and bought back down again. We can't go. We're going to head off into a different direction guys and do that without any consultation upwards and then back downwards, yeah.

AP **Angela Pantalone** 7:57

Yeah.

That's right.

Yeah.

Yeah.

Yeah. OK. Excellent. Very good. OK. So in the PD1 of the attributes was providing high level investigative can't say that word analytical and problem solving skills. So what what does a physician use these skills for? So what type of investigative, analytical and problem solving is there for the role?

ND **Natasha Dennis-Weller** 8:35

If there are matters that are escalated so there are on occasions where a licensee and or a subcontractor through the moneys aid complaint process may not be happy with the outcome and becomes aggrieved. That position would then be that escalation point and and manage that process either through the case Officer or directly picking up the phone and alleviating that process or alleviating the that grief.

AP **Angela Pantalone** 8:54

Yep.

ND **Natasha Dennis-Weller** 9:07

Also, if they are, if our Member of Parliament or anything like that raises an issue, it would go to the team leader, slash manager, to facilitate that process. So they're the contact point for that kind of process. The investigative skill part would be for the.

AP **Angela Pantalone** 9:21

Yep, OK.

ND **Natasha Dennis-Weller** 9:30

Probably more so for the exclusions process. The money's owned complaint process has one particular piece of legislation. One section of a piece of legislation.

AP **Angela Pantalone** 9:39

Yep, Yep, Yep.

ND **Natasha Dennis-Weller** 9:40

It's very black and white. There's not. There's not much grey area there to apply discretion or interpretation to that.

AP **Angela Pantalone** 9:44

Yeah.

ND **Natasha Dennis-Weller** 9:50

The exclusions process has a few parts of legislation and can be quite we're we're essentially putting someone out of the industry permanently, so that has a large ramification. So there would be that escalation point there to ensure that the right processes have been followed again through any escalation points of the.

AP **Angela Pantalone** 9:59

OK. Yep.

ND Natasha Dennis-Weller 10:10

The licensee is aggrieved through that issue. They would also oversee if a licensee was to apply for a review to the Trobia Queensland Civil and Administrative Tribunal of that decision. They would overview that process, but at the end of the day it would be the case officer and our legal officer that would carry out that review process.

AP Angela Pantalone 10:32

OK.

OK.

ND Natasha Dennis-Weller 10:35

So they may may be able to offer some support to the case officer through that process to make sure that they're comfortable with the decision and all of that sort of stuff. But ultimately it's the case officer and the legal officer that would deal with the review.

AP Angela Pantalone 10:39

Mm hmm.

So does the does the legal officer kinda own that process then? Are they the? Yeah. OK.

ND Natasha Dennis-Weller 10:51

Yes, yes, they would represent the Commission in that process and the case officer would then provide information around the decision that has been made.

AP Angela Pantalone 10:56

Yep, OK.

Yeah. OK. So this position reports to your position to yourself. Yep. Yes. So I guess what is that relationship like? What type of things is it escalating up to your role?

ND Natasha Dennis-Weller 11:07

Rector yes.

Escalation to the director would be things like.

Vacancies within the team, if people are going on leave, should we do expressions of

interest if there's a permanent vacancy, that process would be discussed and followed through my guidance and instructions back down as to whether or not we'd keep that vacant position open or whatever we do have weekly meetings with managers of the units and myself.

AP **Angela Pantalone** 11:30

Yep.

Yep.

ND **Natasha Dennis-Weller** 11:47

To establish any risks that are being faced by the teams, any vacant positions, things like that, any.

AP **Angela Pantalone** 11:55

Yep.

ND **Natasha Dennis-Weller** 11:58

Work.

Workplace issues. If there are any.

Grievances within the team, how they're being managed. Yeah, that sort of, yeah.

AP **Angela Pantalone** 12:07

Yeah, things like that. Yeah. OK, cool. Very good.

OK, so with the question about problem solving and issues, it was complexities are not common within complexities are not common within this area. So I guess at an AO7 level I guess is what we're what it is and probably what we're looking at. What does make this position complex then?

ND **Natasha Dennis-Weller** 12:40

Very much.

AP **Angela Pantalone** 12:41

Yeah, OK. Yep, Yep.

ND **Natasha Dennis-Weller** 12:42

Nothing that's jumping out at me, to be honest.

AP **Angela Pantalone** 12:46

I'm in. The work is complex, I guess the.

ND **Natasha Dennis-Weller** 12:51

Definitely not the money Zoed complaint. I wouldn't say that they're complex and I'll give you the example so.

AP **Angela Pantalone** 12:54

Yep.

Yeah.

ND **Natasha Dennis-Weller** 13:00

The the Commission deals with licence categories, so depending on how much you're turning over and I'll use hot cheese or metric on as an example, they're high end of town. You're very small. Contractor is a low end of town. When we another team that I've mentioned previous the financial assessment area.

AP **Angela Pantalone** 13:09

Yep. Mm hmm. Yeah.

Mm hmm.

ND **Natasha Dennis-Weller** 13:21

They do financial audits and financial assessments based on a very small licensee and very large licensees. The very large licensee is a complex piece, so there are only certain offices with senior. Now I'm struggling with that word senior royalty seniority, but that one that one.

AP **Angela Pantalone** 13:32

Yeah.

Senor seniority? Yep.

I know.

ND Natasha Dennis-Weller 13:46

They deal with those complex pieces because they're complex business structures as opposed to a money zone complaint, if you.

Lodging a \$5 complaint against a small licensee. The process is exactly the same as if you lodge a \$5 complaint against Metricon.

AP Angela Pantalone 14:03

Yeah, yeah.

ND Natasha Dennis-Weller 14:05

No different. So there's no complexity there or no. There's no difference between an officer within FIU taking on a small licensee or a large licensee process is exactly the same.

AP Angela Pantalone 14:06

OK.

Yeah. OK.

ND Natasha Dennis-Weller 14:19

The.

Complexity comes in for the exclusion process because again, it's.

We're taking people out for permanent and we need to establish things like were they solvent at the time of the event? Were they in the construction area? Because you can run companies that aren't in construction, so that part can be slightly more complex, but I wouldn't say that it's.

AP Angela Pantalone 14:29

Yeah.

ND Natasha Dennis-Weller 14:50

Overly complex.

AP Angela Pantalone 14:50

Yeah. OK. So the case managers are doing the work, I guess this as the manager or

the team leader obviously needs to understand all of that work to be able like the escalation point for all types of queries in the team, OK, excellent. So I guess that leads then onto. So we talked about the influence of the role.

ND **Natasha Dennis-Weller** 14:56

Correct.

Right.

AP **Angela Pantalone** 15:14

So I guess in its day-to-day work and what it does, managing the team putting out. It's kind of little fires everywhere. I guess you know, with people coming to them. How independent is it in that type of work? I mean is, is it expected that, you know it can run the team? Answer all the questions kinda thing like that.

ND **Natasha Dennis-Weller** 15:36

Yes, it would. That position would have very limited influence.

AP **Angela Pantalone** 15:37

Yeah.

ND **Natasha Dennis-Weller** 15:43

Any, such as anything I've already touched on it any.

Particular changes or grievances or challenges would be through that director level.

Assistant commissioner. It doesn't have a Direct Line of command between the team leader and the chief building regulator.

AP **Angela Pantalone** 16:05

Yeah. OK.

ND **Natasha Dennis-Weller** 16:06

So it can't. There's no. There's very limited influence that the position can have, and there's also very limited.

AP **Angela Pantalone** 16:10

Yeah.

ND **Natasha Dennis-Weller** 16:15

Stakeholder engagement. Because you're dealing only with licensees you're not dealing with accountants, you're not dealing with lawyers.

AP **Angela Pantalone** 16:17

OK.

Yep.

Yep.

ND **Natasha Dennis-Weller** 16:24

You may deal with lawyers through the exclusion process, but again that would be the case officer, not the team leader, slash manager, so.

There's the position isn't required. Isn't required to do industry engagement.

There's very limited stakeholder exposure to that position as well.

AP **Angela Pantalone** 16:45

Yeah. OK. So then what would you say then that this position or what do you rely on this position for to do then?

ND **Natasha Dennis-Weller** 16:53

The oversight of that team's outputs? Yep.

AP **Angela Pantalone** 16:56

Same. Yeah. OK. Yep. Excellent.

I've got that one. OK, so Yep. So the PB says that it leads investigations relevant to the function. What would be an example of that?

ND **Natasha Dennis-Weller** 17:12

Functions that.

AP **Angela Pantalone** 17:13

Of the what the what the investigations are.

ND **Natasha Dennis-Weller** 17:17
Well, sorry, say that again. Leave the.

AP **Angela Pantalone** 17:18
It says lead investigations relevant to the function. It's one of the duties in the PD.

ND **Natasha Dennis-Weller** 17:24
So that would be the overview of the caseloads that are coming in the workloads that are coming in. So that position would be required and responsible for making sure that within the team there's a fair flow of work because our offices are meant to be cross skilled against those various functions. They've got the three functions within that area.

AP **Angela Pantalone** 17:32
Mm hmm.
Yep, Yep.

ND **Natasha Dennis-Weller** 17:51
So it's too it does have that responsibility to make sure that.
Johnny has X amount of money zoed complaints, plus a couple of exclusion cases someone else might have exclusions and beef work, so it's making sure that they that there's a fair distribution of that work across the unit and that they are having that they are meeting their set KPIs, that there are time frames that are relevant to.
The two particular area functions monies are complaints and exclusions.
That they're dealt with in a timely manner, so that overview of that.

AP **Angela Pantalone** 18:24
Mm hmm.
Yep. OK. Thanks.
Also the PD it says it makes administrative decisions in circumstances where the matter is complex or requires decision at manager level, so administrative decisions is that more about the hiring and things like that. Is that what that means or yeah.

ND **Natasha Dennis-Weller** 18:47

Yeah. Yeah. And there they may also be called upon if there is and it doesn't happen very often, particularly with the money side complaints. There's very, as I said, there's very little misinterpretation on that particular piece of law. When it first was introduced, there was, but now it's tried and tested. So there may be cases where that the team leader, slash manager, may have to seek legal advice in relation to a particular case.

So they may then.

And be put in the position or requirements to make that administrative decision on that particular case. Very unusual doesn't happen very often.

AP **Angela Pantalone** 19:26

Yep, often. OK, cool. OK, so then the knowledge that you'd you'd provided was understanding of the qbcc Act, the MFR regulations, and the BIF Act. So I know what BIF stands for now. What does MFR stand for?

ND **Natasha Dennis-Weller** 19:36

Yep.

Yep, Yep.

So under the within that money's owed complaint process, and when I said there was one particular section that they're captured by, that section is in the MFR regulation and that's minimum financial requirements regulation. So they have, I think there's about 60 sections in that regulation. They have one.

AP **Angela Pantalone** 19:49

Yep.

OK. Yep.

One. OK. So then with the other, so with the qbcc Act, MFR regulations and the BIF Act, how does this knowledge help this position? So how does having this knowledge help this position undertake its role?

ND **Natasha Dennis-Weller** 20:15

The legislative knowledge.

AP **Angela Pantalone** 20:17

Yes. Yeah.

ND Natasha Dennis-Weller 20:18

Because they are responsible for the oversight of those regulatory functions within that team. So that team commences investigations, it takes regulatory action such as suspensions and cancellations. That position needs to have regulatory knowledge or knowledge of those particular sections of the legislation to make sure that our decision makers are.

AP Angela Pantalone 20:23

Yep.

Mm hmm.

Yeah.

ND Natasha Dennis-Weller 20:43

Making the correct decision.

AP Angela Pantalone 20:45

Yeah. OK. Excellent. OK, that's all the questions I had.

And was there anything else you wanted to say about the role or about the process and what happened previously or anything like that?

ND Natasha Dennis-Weller 20:57

No, I mean I say no, but I'm going to. So it's a yes.

AP Angela Pantalone 21:01

Yeah.

ND Natasha Dennis-Weller 21:03

No, but.

AP Angela Pantalone 21:04

No, but yeah.

ND Natasha Dennis-Weller 21:05

It's definitely not a requirement of the position to have. I think was in the

questionnaire skill sets such as.

What was some of the ones Criminal Code?

AP **Angela Pantalone** 21:20

OK. Yeah.

ND **Natasha Dennis-Weller** 21:21

All of those other particular pieces of legislation, it's not a requirement or an expectation.

AP **Angela Pantalone** 21:25

Yeah.

Yeah.

ND **Natasha Dennis-Weller** 21:28

Of the position to have that knowledge at all whatsoever.

AP **Angela Pantalone** 21:31

OK. Yeah. Yeah and no.

ND **Natasha Dennis-Weller** 21:33

It's not reflected in the PD. The PD is what we would employ someone in that position from.

AP **Angela Pantalone** 21:37

Yeah, that's right. Yeah. And that's when it becomes hard when.

Incumbents get involved so, but yeah, that's that's right. Yeah. And we get it. You know, you're doing your job and you think you should be doing this or doing that. But in the end, this is what the business requirement is.

ND **Natasha Dennis-Weller** 21:44

Compared to position, yeah.

Yeah.

AP **Angela Pantalone** 21:55

And you know, if that's not where you're at, then you know it's time to move on to something else. That's right. Exactly vacation. That's right. That's right. It's cool. Excellent. OK. So I'll go back now and.

ND **Natasha Dennis-Weller** 22:00

Yeah, if you've got over and above that, great, but the expectation is here, not here yet, yeah.

AP **Angela Pantalone** 22:10

Have a look at this. Like I said, I'll do an independent evaluation on this information that I've received today.

And yeah, we'll get that back to you. So the result will be back within 10 days from today, if that's all good. Excellent.

ND **Natasha Dennis-Weller** 22:21

OK, awesome.

ND **Natasha Dennis-Weller** 22:24

If you need anything else, just shoot me an e-mail. I'm happy to respond. Otherwise, just let me know and we can re facilitate another discussion. Excellent. Lovely. Thank you. Bye.

AP **Angela Pantalone** 22:25

OK, beautiful.

Yeah, right. Excellent. OK, thanks, Natasha. OK, bye. Bye.

● **Angela Pantalone** stopped transcription

POSITION DESCRIPTION

Position details

Position:	Manager, Financial Investigations Unit
Classification:	AO7
JRN	
Location:	Brisbane
Division:	Regulatory Standards and Support Division
Branch:	Financial Compliance Branch
Business Unit:	Financial Investigations Unit

Position Purpose

The Financial Investigations unit is a unit within the Compliance Branch. Due to a structural reset at QBCC, the role of this manager is to bring together two existing teams, exclusions and payment standards into one team.

The purpose of the position is to:

- a) Lead and manage the operation of the Financial Investigation Unit; and
- b) Investigate and action complaints and other intelligence regarding:
 - i) allegations of monies owed by QBCC licensed builders which are overdue for payment
 - ii) QBCC licensees who are suspected of being in financial distress and not meeting the Minimum Financial Requirements.
- c) Investigate and action exclusions of licenced persons and companies and influential individuals in an insolvency event as per the QBCC Act.
- d) Prepare and manage approved audit programs for payment claim audits

Organisational profile

The QBCC supports the growing Queensland community by providing information, advice and regulation to ensure the maintenance of proper building standards and remedies for defective building work. By doing this we promote confidence in the building and construction industry. Led by the Commissioner and governed by a board, the QBCC consists of skilled, expert staff who work hard to meet the needs of industry participants and the community.

The Commission regulates the building industry throughout Queensland. To provide the best customer service to ensure our stakeholders comply with the law, service centres are located throughout the State, including Brisbane, Gold Coast, Sunshine Coast, Toowoomba, Maryborough, Rockhampton, Mackay, Townsville and Cairns. Industry stakeholders and the community are also able to engage with the QBCC online or over the phone.

With 4.64 million people currently living in Queensland and more than 200,000 of those residents working in the construction sector, the QBCC has an important task in serving our customers, contributing to the growth of the Queensland economy and regulating the industry.

Our purpose

We deliver excellence in regulatory services to reduce risk and offer protection from harm.

Our vision

A thriving and resilient building and construction industry inspiring confidence, and supporting sustainable social, environmental, and economic outcomes for Queenslanders.

Our values:



Pursue excellence



Be courageous



Be helpful



Focus on people



Be connected



Value customers

Key Outcomes/Accountabilities

The aim of this role is to:

- Lead and manage the operation of the Financial Investigation Unit. This will include:
 - a) Directing and guiding the development and ongoing improvement of the policies, systems, processes, procedures and customer service delivered by the unit.
 - b) Developing and operating a professional, effective, customer-focussed and value adding unit within the Commission.
 - c) Ensure staff are provided with appropriate direction, guidance, training and assistance, and an up to date Performance Management Plan is in place for each calendar year.
 - d) Be an advocate of organisational change and continuous improvement. Ensure all staff are adequately informed, supported and empowered to facilitate change.
 - e) Administering the Financial Investigation Unit's Operational plans and annual budgets, including workforce planning and strategic planning.
- Lead investigations relevant to the function.
- Make administrative decisions in circumstances where the matter is complex or requires a decision at manager level.
- Maintain a reporting facility to track complaints received and managed for Monies Owed Complaints, Insolvencies and Exclusions, breaches of the *Building Industry Fairness (Security of Payment) Act 2017* with regards to adjudications and payment claim audits.
- Develop processes and methodologies to support and deliver *Building Industry Fairness (Security of Payment) Act 2017* payment claim audits to determine financial risk to the industry.
- Provide advice concerning the interpretation and application of the *Queensland Building and Construction Commission Act 1991*, *Building Industry Fairness (Security of Payment) Act 2017*, *Building Act 1975* and other relevant legislation and regulations.
- Monitor, review and report on the unit's performance including objectives, KPI's, and provide monthly reports to the QBC Board.
- Prepare a wide range of formal correspondence, including letters and briefing notes for internal use by the Commission and specifically for Ministerial team, industry and consumer stakeholders, including briefings on insolvency and exclusion events.
- Establish and develop sound working relationships with stakeholders including industry associations, to provide greater awareness of the Commission's aims, foster a co-operative or partnership approach to achieving the Commission's aims and keep informed or relevant developments.

- Ongoing monitoring, maintenance and alignment of the unit's cultural health with QBCC's core values & behaviours.

Candidate attributes

1. Proven ability to lead and manage a team of people, whilst ensuring the delivery of innovative, cost effective and efficient customer first outcomes.
2. Strong communication, interpersonal skills with a proven ability to develop collaborative relationships within the team and provide advice at a senior level.
3. Have a high level investigative, analytical and problem solving skills, and a sound understanding of accounting principles and the ability to apply them forensically.
4. Be able to revise, develop, interpret and apply legislation, policies and procedures.

Additional information

Our workforce is made up of many individuals with unique skills, values, backgrounds and experiences. We are committed to providing an environment where our employees have equal access to opportunities available at work, are not judged by unlawful or irrelevant attributes and have genuine feelings of belonging across workplace activities. We have a REDI Squad (Respect, Equity, Diversity, Inclusion), which helps positively influence, promote, support and encourage diversity and inclusion in our workplace.

Employment screening

Appointment to this role will be contingent on the satisfactory outcome of a check of an applicant's recorded criminal history. Applicants seeking appointment are required to disclose any criminal histories and/or charges (including convictions which are not recorded), usually at the time of interview.

A criminal conviction or charge will not automatically exclude an applicant from consideration for appointment. The Commission will obtain information from the Queensland Police Service on whether or not an applicant is under investigation for a serious offence and, if necessary, information can be obtained concerning the person.

All personal information obtained in the application process will be treated confidentially and held securely by the Commission. Applicants who have lived or worked overseas will be required to provide a current police clearance.

Failure to consent to the criminal history check will render the applicant unsuitable for the role.

- Where a subsequent or recurring vacancy arises, either from the same centre/location or different centre/location from the advertised position, the vacancy may be filled from the order of merit used to fill the original position. Applications will remain current for up to 12 months after the closing date.
- On appointment to this position a probationary period may apply.
- This position description provides the minimum requirements for the position. The incumbent may be required to undertake other duties as required.
- Delegations and authority to act – this position may be required to exercise certain powers in accordance with legislation.
- All staff must comply with their responsibilities under:
 - The Work Health and Safety Act 2011
 - **Public Sector Ethics Act 1994, including The Queensland Public Service Code of Conduct**
 - The Public Service Act 2008
- The incumbent will be required to travel on official business and the possession of a C class licence is mandatory.



- If the application closing date is relatively close to any leave or other absences, please provide alternate contact information in case you are shortlisted for an interview.
- A non-smoking policy is effective in Queensland Government buildings, offices and motor vehicles.
- Any newly appointed employee who was employed as a lobbyist in the previous two years is required to provide a disclosure to the Commissioner within one month of commencement in accordance with Disclosure of Previous Employment as a Lobbyist Policy.

For general information about the QBCC visit our website: www.qbcc.qld.gov.au

RTI RELEASE

Special Instructions - HR7880116

Reports to Director Financial Compliance SO

Was evaluated as AO8, 20.08.24 - HR7760125/43584 - Clients advised (through IV) that this online form was completed by incumbent. New eval requested to understand correct information regarding the role. Supervisor provided answers to questions (attached).

30/09/24 - IV scheduled for 15/10/24 @10am - AP

30/09/24 - IV availability sent - AP

19/09/24 - Was evaluated as AO8, 20.08.24 - HR7760125/43584 - Rang and spoke to Caret as PD is identical. Caret advised that when result was received they looked at the information provided and saw that the information in the online form had been 'Inflated'. They are requesting a new evaluation with an IV with the Director to discuss – AP