



Our goal is to strengthen our position as a people-oriented employer where staff are valued, developed, informed, involved, recognised and rewarded.

“BSA operates in an environment where our people are our greatest asset, so we are serious about providing a positive, motivating and challenging work environment, and creating the talent for the future.” (Ian Jennings – General Manager)

### **Who we are**

The Building Services Authority regulates the building industry in Queensland.

BSA provides four main services for Queensland consumers and contractors. These are:

- licensing services
- dispute prevention and resolution services
- home warranty insurance, and
- information and education.

### **What we do**

Improve standards, equity and confidence in the building industry with the vision of “Helping Queenslanders Build Better”.

### **Why we do it**

BSA believes improved client and contractor satisfaction will have a positive impact on the \$16 billion building and construction industry in Queensland.

### **Priorities**

BSA aims to deliver improved standards, equity and confidence in the Queensland building industry.

BSA’s priorities include:

- quality building work, adequate protection for consumers and effective dispute resolution
- readily available advice and education for both consumers and contractors
- a regulatory system underpinned by an active compliance program to ensure the integrity of the system and competence of all contractors
- undertaking research and working towards improvements for the long-term effectiveness of the industry
- working with the industry to make it stronger and more efficient, and
- involving industry in monitoring, addressing and improving its performance.



## Values and Behaviours

BSA manages a regulatory system that meets the social, environmental and economic needs of all Queenslanders.

### Our values:

- I** *innovative and continually improving*
- C** *consultative/collaborative*
- A** *accountable for our actions*
- R** *respected and trusted*
- E** *energy and fun*

## Working for BSA

BSA's goal is to strengthen its position as a people-orientated employer of choice where staff are valued, developed and involved.

BSA is committed to organisational excellence and has formed a Business Improvement Council whose charter is to co-ordinate the review of:

- BSA's critical business processes to improve their efficiency and effectiveness, and
- The continual development of the BSA's management system to ensure it is providing an appropriate framework for achieving business goals.

BSA promotes fun in the workplace, has work life-family balance initiatives and excellent working conditions and benefits which are detailed below.

BSA is an Equal Opportunity Employer and aims to develop a workforce more representative of the wider community.

When asked what do you like most about being part of BSA, staff said:

- "It feels like family"
- "A great place to work"
- "The people I work with"
- "Great team to work for"
- "Good management/people"
- "I enjoy the happy fun environment".

## Excellent Working Conditions and Other Benefits

Other benefits you will enjoy as a BSA employee include:

- **Flexible working conditions** including flexible starting and finishing times to suit your needs, variable working hours and access to accrued days off, which assists in finding the balance between work and family life for the majority of staff
- **Generous leave** provisions( pro rata for part time staff) :
  - ⇒ Four weeks paid recreation leave per annum with 17.5% loading (or five weeks with 14% loading for those employed in our North Queensland offices).
  - ⇒ 10 days paid sick leave per annum
  - ⇒ Long Service Leave which is available pro rata after seven years of service
  - ⇒ Parental leave – up to 24 months of maternity leave which includes 14 weeks paid leave. Males can also access one week of paid paternity leave
  - ⇒ other leave benefits such as family responsibility leave and bereavement leave
  - ⇒ Some leave types may be available on a half pay basis subject to certain conditions
- Up to **12.75% employer superannuation contribution** through Q Super with a choice of investment options
- Ability to implement personal **salary sacrificing** arrangements for superannuation and vehicles
- **Financial planning** through Q-Invest
- Generous **study and research assistance scheme** to support staff's continued education, including both financial assistance and paid leave for study and exams for accredited courses and qualifications
- Extensive **learning and development** opportunities
- **Reimbursement of some professional registration fees**
- **Offices in 10 locations** across Queensland, providing the opportunity to work in regional centres
- **Employee Assistance Scheme** which provides counsellors to support professional and personal needs
- An **active social club** where you can relax and meet workmates in an informal environment including regular BBQs and themed nights out
- BSA encourages staff to support **green initiatives**
- A **state of the art riverside Head Office**, close to cycle paths/ walkways/public transport
- BSA has **its own Award** and any appointment will be on a 36.25 hours per week basis

## Applying for Vacancies with BSA

### The Role Description

The role description summarises the following information about the job:

- the role's purpose
- the organisational environment
- the key duties and responsibilities
- the ideal candidate attributes for the role.

The ideal candidate attributes describe the particular skills, knowledge, abilities and qualifications (if applicable) and other essential requirements needed to fulfil the role. You are required to address these in your covering letter/suitability statement.

### How to apply

We'd like you to provide the following before the closing date, to convince the selection panel of your suitability for this role:

- a covering letter/suitability statement of two pages (max) addressing how you meet each of the ideal candidate attributes (usually 4 or 5), and
- your current resume, outlining your previous work or voluntary experience and any other information relevant to this role,

We do not require written references, work samples, certificates etc. unless stated. Refer to the Role Description for further information before lodging your application.

Submit this information using the 'apply online' facility available on the **Smart Jobs and Careers website** [www.jobs.qld.gov.au](http://www.jobs.qld.gov.au)).

If you have difficulties submitting your application please send an email - quoting the Vacancy Reference Number to [Job.Vac@bsa.qld.gov.au](mailto:Job.Vac@bsa.qld.gov.au) with a brief explanation of the problem.

All applicants **must** provide a current phone number and email address for correspondence.

Roles within BSA are open to Australian and New Zealand citizens and people who, under Commonwealth Law, have been granted permission to work in Australia, and remain in Australia indefinitely.

Travel expenses to attend interviews are not payable.

Separate applications must be completed for positions with different vacancy reference numbers.

Late applications may be considered, within reason, at the discretion of the Selection Panel.

### Selection Process

The Selection Panel will assess all applications and shortlist the most suitable candidates. These shortlisted candidates will be invited for interview. Other assessment techniques may be used such as providing work samples, skills tests and/or presentations. You will be advised in advance if these methods are to be used.

During the interview you will have the opportunity to explain or clarify information given in your application and any other new information that may be relevant.

All interviewees will be asked the same questions to assist the Selection Panel to assess how well you meet the requirements of the role.

### Reference Checks

Referees of the highest rating candidates will be contacted to verify the information gathered through the selection process.

### Post Selection Process

Post selection feedback from the Selection Panel is available to all applicants upon request.