



Queensland Fire Department

Queensland Fire & Rescue
Station Officer December 2024

Written Application
(Resume & Statement of Suitability)

Respect

Integrity

Courage

Loyalty

Trust



Preparing Your Written Application

First steps

- Establish your support network, which may include referees, mentors, and colleagues.
- Familiarise yourself with the Station Officer Role Description, particularly the mandatory requirements and the key accountabilities of the rank.
- Familiarise yourself with the Station Officer competencies and corresponding behavioural indicators, which are presented in the Team Leader Stream. See Leadership Competencies for Queensland on the Public Service Commission website: [Queensland Public Service Commission Leadership Competencies for Queensland \(Team Leader\)](https://www.psc.qld.gov.au/leadership-competencies)
- General terminology:
 - Key Accountabilities – this refers to ‘what’ you do as a Station Officer as defined by the Position Description; the tasks, decisions, responsibilities, operational requirements, and results that you are accountable for.
 - Behavioural indicators – this refers to ‘how’ you go about the key accountabilities of the Station Officer role; the leadership, management, and behaviours you demonstrate in delivering the accountabilities and responsibilities of the role. See Appendix 1.

Resume Preparation

Your Resume will be reviewed in conjunction with your Statement of Suitability. The Station Officer ‘Key Accountabilities’, which are presented in the Station Officer Role Description, are simply ‘what’ you do as a Station Officer, i.e., the tasks, decisions, responsibilities, operational requirements, and results that you are accountable for.

Key Accountabilities

Address your ‘Key Accountabilities’ as key achievements demonstrating your strengths, experience, skills, knowledge, and abilities. Provide relevant examples considered transferable or portable to the rank of Station Officer.

It is recommended that you structure your resume to clearly identify and highlight your demonstrable experience and ability to undertake the full range of operational duties, as prescribed for the rank of Station Officer.

Ensure your resume is current, no more than 6-pages and has at least the following sections:

- **Contact details** – name, email address, best contact phone number.
- **Opening or summary statement** – provide a clear and concise overview of your key strengths and why you are suitable for the rank of Station Officer.
- **Qualifications & Education** – list your highest qualification first; stating the qualifications gained, institution name and year completed
- **Work History** – beginning with your most recent role; list your job title, dates in the role, responsibilities and skills acquired, and your achievements. It is here where you demonstrate your suitability against the key accountabilities of the Station Officer role.
- **References** – include references with your application, provide the names, job titles, emails, and phone numbers of your two main referees.

Verification of Examples

The provision of your nominated referees within your resume will be sufficient to enable verification of the examples, work experience and qualifications you have provided. You are not required to provide a nominated verifying or validating officer for each example/key accountability provided in your resume.

Statement of Suitability Preparation

In determining suitability, the panel will be assessing you against the Team Leader Stream of the Leadership Competencies for Queensland (LC4Q). This will give you a guide of what the Leadership behaviours look like.

Competencies

This template is to support you in preparing your clear and concise maximum 3-page statement demonstrating your leadership and management behaviours in performing the role.

It is suggested the best way to demonstrate this is through solid examples and to follow what is known as the 'CAR' method for each example:

- **Context** is about describing a situation and setting the scene for a relevant example from your past work experience.
- **Action** is about explaining what action you took. Be specific rather than making vague statements and outline your steps and rationale. The panel is assessing what you did and how you did it.
- **Result** is about detailing the outcome and impact of your action. Offer specific facts relating to the result where possible, for example data or feedback, that confirm your results. Results do not always have to be positive – e.g., what was the learning from a situation that did not go as planned?

The key is to choose your **best example** that **clearly demonstrates your leadership experiences and behaviours**. You may choose one example that addresses the question in detail, OR a couple of examples that fully address the question. The key is ensuring you are providing depth in your response as to the key actions and behaviours that answer the question. Be mindful that you are responding with leadership behaviours rather than operational tasks.

Consider how you have demonstrated one or more of the LC4Q Team Leader behavioural indicators within the context of the role of Station Officer when crafting your example/s, however you do not need to address each behavioural indicator, rather refer to the indicators as a guide to assist you to recall and relay (your context) what you did (your actions) and what you achieved (your results) through a specific leadership behavioural example. Your goal is to showcase and highlight your strengths, or areas you are developing through examples that best align to what would be expected of you to fulfill the role of Station Officer.

You must respond to all questions across a maximum of three (3) pages in total; font is to be no smaller than 10pt Arial.

Verification of Examples

When providing examples of workplace competency, you are required to nominate a verifying or validating officer for each example. Nominated verifying/validating officers, preferably a supervisor or person able to provide the selection panel with sufficient details to confirm veracity of your written claims.

Details of the officer can be provided at the end of the example i.e., Verifying Officer, Inspector John Blaze, contact number 0404 000 000.

Finalising Application – Checklist

- I have checked all spelling and grammar within both my Resume and Statement of Suitability
- My Resume is current, and is no more than 6-pages
- My Statement of Suitability (SOS) is no more than 3-pages, 10-point Arial?
- My Application Form is attached under the 'Additional Documents' of my Nexus application
- My referees are aware of and have received a copy of my application?

Submitting Your Application

Submit your application according to the provided instructions. If you have any problems uploading your application, please contact Talent.Acquisition@fire.qld.gov.au or telephone 07 3635 1930. It is highly recommended you check you have correctly uploaded all required documents to your application. Documents attached to your candidate profile will not automatically transfer to your application. QFD will not take responsibility for incorrectly attached documents or a candidate's failure to attach documents correctly to their application.

This is the Statement of Suitability of:

Please note: You are required to address the question listed **below**. Your response to the question must be contained within the text box provided. Text that exceeds the text box provided will not be assessed by the panel.

Demonstrate your performance through Accountability: Pursues continuous growth

Please describe a time when you recognised an area where you needed to improve your skills and took some action to do so?

- How did you identify your areas of improvement?
- What steps did you take to improve your skills?
- What did improving your skills allow you to achieve?



This is the Statement of Suitability of:

Please note: You are required to address the question listed **below**. Your response to the question must be contained within the text box provided. Text that exceeds the text box provided will not be assessed by the panel.

Demonstrate your performance through Results: Builds enduring relationships

Please describe a time where you provided guidance to others (i.e., Junior FF) to assist and enable them to develop their skills, to support the delivery of QFD organisational requirements?

- How did you identify a need to drive change?
- What was your initiative to ensure the maintaining of standards?
- What was the result?



This is the Statement of Suitability of:

Please note: You are required to address the question listed **below**. Your response to the question must be contained within the text box provided. Text that exceeds the text box provided will not be assessed by the panel.

Demonstrate your performance through Accountability: Fosters healthy and inclusive workplaces

Can you tell us about a time in which you proactively sought to positively impact the culture of your station?

- What was your goal?
- How did you achieve this?
- What was the result?



Appendix 1

The panel will be assessing you against the Team Leader Stream of the Leadership Competencies for Queensland. The following are the focus competencies you need to **competitively** demonstrate through your leadership behavioural examples in your **Statement of Suitability**.

Consider how you have demonstrated one or more of the behavioural indicators within the context of the role of Station Officer when crafting your example/s, however you do not need to address each behavioural indicator, rather refer to the indicators as a guide to assist you to recall and relay (your context) what you did (your actions) and what you achieved (your results) through a specific leadership behavioural example. Your goal is to showcase and highlight your strengths, or areas you are developing through examples that best align to what would be expected of you to fulfill the role of Station Officer.

Demonstrates performance through Accountability	
Pursues continuous growth	<p><i>Pursues opportunities for growth through agile learning, and development of self-awareness</i></p> <ul style="list-style-type: none"> • Develops awareness of strengths and development needs, and reflects on the effectiveness of own behaviour and approach • Acts as a role model for the team by actively seeking feedback and communicating openly about learnings • Embraces opportunities to expand knowledge and experience through networks, new assignments, and development avenues
Demonstrates performance through Results	
Builds enduring relationships	<p><i>Builds and sustains relationships to enable the collaborative delivery of customer-focused outcomes</i></p> <ul style="list-style-type: none"> • Demonstrates awareness of others by tailoring messages so they resonate with stakeholders of diverse interests and backgrounds • Initiates two-way collaborations by providing information and advice in a timely, proactive, and non-technical manner, supporting the team to do the same • Achieves mutually beneficial outcomes by listening intently and asking questions to understand the perspectives of others • Actively leverages the power of diversity by encouraging the unique contributions and viewpoints in planning and decision and decision making • Sets up connections for the team across the organisation to drive collaborative delivery of services
Demonstrates performance through Accountability	
Fosters healthy and inclusive workplaces	<p><i>Fosters an inclusive workplace where health, safety and wellbeing is promoted and prioritised</i></p> <ul style="list-style-type: none"> • Promotes personal responsibility for the realisation of a healthy workplace through regular communication, feedback and sharing of observations and outcomes • Demonstrates respect for others, taking the time to connect, check in and show an interest in their wellbeing • Encourages others to proactively identify, remedy and enhance safe and inclusive practices • Ensures the physical environment and planning of tasks are optimised to support wellbeing • Demonstrates flexibility and openness to the diversity in the team, supporting approaches that enable all individuals to participate to their fullest ability

