**Job Application Form**

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| **Position Details** | |
| Position Title: | Assistant Enquiries and Review Officer |
| Organisation: | Victorian Legal Services Board + Commissioner |
| Division: | Enquiries and Complaints |
| Unit/Branch: | Enquiries and Review |
| VPS Classification/Grade: | VPS 2 |
| Employment Status: | Ongoing - Full-time |
| VLSC Position/Reference No: | TBC |
| Position Contact: | Tina Turner |

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| **Applicant Details** | |
| Last Name: |  |
| First Name: |  |
| Contact Email: |  |
| Contact Phone No: |  |

***Please note:***

*You are only required to address the capabilities listed below. Individual responses to the capabilities listed on the Position Description are not required. Your responses to the questions should not be longer than two paragraphs for each question.*

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| **Key Selection Criteria Questions** |
| Describe a situation where you identified opportunities for improvements in outcomes and/or processes to improve customer/client experience. How did you achieve this? What was the result? |
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| Describe a time when you were faced with a problem that was brought to you by a client, customer, or stakeholder. What steps did you take to ensure the problem was resolved/ How did you measure your success? |
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| **Declaration** | | | | | |
| Have you ever taken a Voluntary Departure Package (VDP) from the Victorian Public Service? | | *Yes* |  | *No* |  |
| *If Yes, on what date did you receive your VDP?* | |  | | | |
| ***Note, recipients of VPS departure packages should note that re-employment restrictions may apply*** | | | | | |
|  | I acknowledge that employment in the Victorian Legal Services Board & Commissioner will be subject to pre-employment screening\* and security checks, which will include police checks and checking all relevant regulatory information  \*for more information about pre-employment screening, you can access our policy on our [website](https://lsbc.vic.gov.au/?page_id=515) | | | | |
|  | Applicants must be a Permanent Resident, or hold a valid work permit or visa. I confirm that I am legally entitled to work in Australia | | | | |
|  | I confirm that the information provided in relation to this application is true and correct to the best of my knowledge | | | | |
| Are you currently a Victorian Public Service Employee? | | *Yes* |  | *No* |  |
| Are there any matters of a criminal nature or otherwise that you are aware of that may impact your application for employment by the Victorian Legal Services Board & Commissioner? | | *Yes* |  | *No* |  |
| *If Yes, please provide further detail below?* | | | | | |
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| **Terms & Conditions** | |
|  | Your employment with Victoria Legal Services Board & Commissioner is pursuant to the Public Administration Act 2004 and the current Victorian Public Service Enterprise Bargaining Agreement 2016. |

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| **Privacy** |
| Victorian Legal Services Board & Commissioner complies with the Privacy and Data Protection Act 2014 in the collection, handling, use and disclosure of personal information. Our Privacy Policy is available at: <http://www.lsbc.vic.gov.au/documents/Policy-Privacy-2016.pdf>. The information collected during this recruitment process will assist us to determine your suitability for a vacancy. This information will only be accessed in relation to the relevant recruitment and selection activity. If you would like to make a request that we destroy your personal information, once the recruitment process has finished, please contact our People and Culture Team. |