



GOVERNMENT HOUSE
QUEENSLAND

POSITION DESCRIPTION

Designation:	Organisational Support Officer (OSO)
Location:	Office of the Governor Government House 168 Fernberg Road Paddington QLD 4064
Postal Address:	Office of the Governor GPO Box 434 BRISBANE QLD 4001
Classification:	004 Level (equivalent)
Term:	Contract appointment – initially for three years (subject to a security check and six month probation) with extension by mutual agreement.
Reports to:	Sergeant-at-Arms
Date of Review:	February 2019

ORGANISATIONAL ENVIRONMENT

The Office of the Governor exists to provide executive, personal, administrative and logistic support to the Governor and to manage Government House and the Government House Estate. This support enables the Governor to exercise the statutory and constitutional responsibilities and to fulfil the constitutional, ceremonial, and civic duties of office.

The Official Secretary is the Chief Executive and Accountable Officer for the Office of the Governor and principal advisor to the Governor. The Office of the Governor comprises an Executive and Corporate area and three functional areas: Strategic Program and Protocol; Facilities and Operations; and Hospitality Services. The functional areas are overseen by the Deputy Official Secretary (DOS) who is responsible to the Official Secretary (OS) for the operations of Government House and the delivery of the Governor's program. The Organisational Support Officer position sits within the Facilities and Operations team.

An employee joining this unique environment acknowledges and agrees that it is an inherent requirement of the engagement that the employee must have and maintain the trust and confidence of the Official Secretary at all times.

PURPOSE OF THE POSITION

The Organisational Support Officer provides a broad range of organisational and administrative support and driving services to the Office of the Governor.

CONDITIONS OF THE POSITION

The following conditions apply to the Organisational Support Officer (OSO) position:

- The OSO will be required to work non-standard hours across a 7-day roster, including early mornings, late evenings, weekends, and public holidays within a small team environment.
- The OSO is a uniformed officer.
- The OSO can expect to partake in required Office of the Governor, and specific Professional Development training.
- The OSO will be required to abide by the Office of the Governor's Code of Conduct.
- The OSO may be required to travel to support Regional Visits as programmed.

SUPERVISORY RESPONSIBILITIES

The OSO has no direct supervisory responsibilities.

DELEGATIONS AND AUTHORITY

Nil

DUTIES

Working across a 7-day rostered environment, as the OSO, you are required to support the Office of the Governor with duties including:

- Provide function assist and guest reception control including initial guest/visitor interface with VIPs and members of the public attending Government House events.
- Provide support to the management of Information Technology and Telephony Services including, the provision of technical support, disaster recovery and ICT projects as required.
- Provide driving tasks in support of the Office of the Governor's program of official and administrative duties.
- Assist in the management and maintenance of the vehicle-fleet and Garage including coordinating servicing schedules and vehicle administration paperwork.
- Provide administrative support to the Office for data entry, mail sorting, filing, word processing and record keeping as required.
- Assist in equipment procurement and stocktaking of Government House controlled assets.
- As required, perform any other duties that are reasonable and lawful as directed.

SELECTION CRITERIA

- Demonstrated high levels of effective interpersonal and written communication skills, including the ability to interact with visitors, VIPs and members of the public.
- Demonstrated ability to work effectively as a team member in a 7-day shift roster environment to enhance service delivery to an organisation that requires flexibility, integrity, discretion and cooperation.
- Demonstrated experience in the provision of driving services; and supporting vehicle fleet management.
- Sound computer literacy and information management skills, basic IT equipment fault finding and the ability and willingness to undertake administrative duties as directed.
- Demonstrated commitment to the Office of the Governor values.

MANDATORY REQUIREMENTS or SPECIAL CONDITIONS

- Ability to work non-standard hours within a 7-day roster.
- Demonstrated high standard of personal dress and presentation.
- Current Queensland Driver License with no impediments.
- High level competency in the use of computer equipment, Microsoft products and management information systems including those for controlling security and property.
- Knowledge of, and demonstrated experience with, Work Health and Safety, and safe work practices and routines.
- Advanced and/or defensive driving qualifications or the ability to obtain them.
- Knowledge of, and demonstrated experience in vehicle fleet operations and servicing is highly desirable
- First Aid Certificate is highly desirable.

ADDITIONAL INFORMATION

The Office of the Governor is committed to equal opportunity in employment

Applicants will be subject to a Police criminal history check and the successful applicant will be required to sign a statement of confidentiality.

Applicants that proceed to the interview stage will be required to complete a practical driving test.

A non-smoking policy operates in the workplace.

For further information about this position contact **Jan Sturgess, Principal Consultant at Sturgess Consulting on 0418 872 925**

HOW TO APPLY

To enable us to assess your merit, you should:

- apply online at www.smartjobs.qld.gov.au
- include your **current resume, a copy of your driver's license and two referees**
- provide a **brief statement** of no more than 2 pages describing why you consider yourself a suitable candidate for the position.

Applying online through the Smart jobs and careers website www.smartjobs.qld.gov.au is the preferred means to submit an application. To do this, access the 'apply online' facility on the Smart jobs and careers website. You will need to create a 'Smartjob' account before submitting your online application.

By applying online you can track your application through the process, maintain your personal details through registration and withdraw your application as required.

If you experience any technical difficulties when accessing www.smartjobs.qld.gov.au please contact 13 QGOV (13 74 68). All calls relating to the status of your application once the job has closed should be directed to the contact officer on the role description.

If you do not have internet access and are unable to submit your application online, please contact the **QSS Customer Support Team on 1300 146 370**, between 9 am and 5pm Monday to Friday, to enquire about alternative arrangements.

Late applications cannot be submitted via the Smart jobs and careers web site, so please allow enough time before the closing date to submit your application. If approval has been granted by the Selection panel for a late application to be considered, please contact the Application Processing Team on the numbers above to arrange this.

Hand delivered applications will not be accepted.