



GOVERNMENT HOUSE
QUEENSLAND
POSITION DESCRIPTION

Designation:	Steward
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:	OO2 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:	Senior Steward
Date of Review:	June 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 Steward position sits within the Hospitality Services 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 Steward assists in the provision of hospitality and domestic services including the maintenance of Government House and associated buildings.

CONDITIONS OF THE POSITION

The following conditions apply to the steward position:

- The steward 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 steward is a uniformed position.
- The steward can expect to partake in required Office of the Governor, and specific Professional Development training.
- The steward will be required to abide by the Office of the Governor's Code of Conduct.
- The steward may be required to travel to support Regional Visits as programmed.

SUPERVISORY RESPONSIBILITIES

The steward may be required to give direction to casual staff.

DELEGATIONS AND AUTHORITY

Nil

DUTIES

The steward is required to support the Office of the Governor with duties including:

- Undertaking housekeeping and general cleaning of Government House and associated buildings across the Government House Estate.
- Food service including 'silver service' to the Governor, Governor's Spouse and guests at receptions, functions and dinners.
- Beverage service including the service of drinks from silver trays, service of after dinner drinks & wines and the preparation of barista quality coffee.
- Undertake the laundering and pressing of all Government House bed linen, napery supplies and chefs' uniforms, together with washing and ironing services for the Governor and Spouse.
- Assist with the provision of valet services to the Governor and Spouse including housekeeping and domestic tasks in the Vice-Regal Suite, and the reheating and service of meals.
- Participate in all Office of the Governor core training programs, training and development activities specific to the position.
- As required, perform any other duties that are reasonable and lawful as directed.

SELECTION CRITERIA

- Demonstrated experience and knowledge in housekeeping, cleaning and laundry activities.
- 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.
- Relevant experience and knowledge in high- quality food and beverage service, preferably in a comparable prestigious or five-star establishment.
- A demonstrated ability to work effectively both within a small team environment as well as working independently with minimal or no supervision and with a high degree of flexibility, initiative and self-motivation.
- The ability to complete physically demanding duties such as carrying a silver tray of beverages or the set-up of function areas involving the movement of furniture.
- Effective interpersonal and communication skills, including an understanding of protocol, social customs and etiquette when dealing with dignitaries, guests, visitors and staff.
- Demonstrated commitment to the Office of the Governor values.

MANDATORY REQUIREMENTS or SPECIAL CONDITIONS

- Ability to work a hospitality style 7-day rotational roster including occasional split shifts, public holiday and evening work, often with short notice.
- Demonstrated high standard of personal dress and presentation.
- Knowledge of, and demonstrated experience with, Work Health and Safety, and safe work practices and routines.

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 test.
- A non-smoking policy operates in the workplace.
- This position receives a 15% allowance in lieu of overtime and for irregular and additional hours, including weekend work.
- For further information about this position contact Phillip Hale, Accommodation Services Coordinator at the Office of the Governor on 07 3858 5732

HOW TO APPLY

To apply, you are required to submit your application by email ensuring that it is received by close of business on the 7th July 2019

Email: govhouse@govhouse.qld.gov.au

Subject: Steward Application

Your application **MUST** include:

- A **brief covering letter** including your name, address and telephone number, which demonstrates how you meet the selection criteria and outlines your motivation for applying for this role.
- **Resume or curriculum vitae** which may include an outline of your work experience, positions held, periods of employment, details of major responsibilities and achievements, duties performed, education, training or development undertaken and any relevant qualifications.
- **Contact details of at least two referees** including the referee's name, title, address and telephone number.