



OFFICE OF THE GOVERNOR

**Role type**

Permanent, full-time

**Salary**

Total Package including 12.75% superannuation \$190,387 - \$199,204

**Location**

Government House Queensland, Paddington

**Contact**

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**Job ad reference**

QLD/684621/26

**Closing date**

Thursday, 23 April 2026

Working relationships

Reports to: Deputy Official Secretary

Direct reports: 3

Team size: 24 plus casual employees

About us

As an independent entity, the Office of the Governor provides best practice, quality advice and support to the role of the Governor and provides efficient and effective stewardship of the Government House Estate.

Our team

The Operations Division is responsible for delivering critical services including property and facilities management, security, transport, and hospitality services to the Vice-Regal couple, the Office of the Governor, staff, and visitors.

Our values

At the Office of the Governor, we value:

Flexibility – we strive for continuous improvement, innovation, learn from experience and are agile and resilient.

Leadership – we will assume responsibility and foster participation.

Teamwork – we achieve more and produce better results when we work as a team.

Integrity – we value honesty, authenticity, diligence and discretion in all our activities.

Respect – we value diversity and what it can contribute.

Communication – we communicate effectively and share knowledge to promote harmony and trust.

Director Operations (SO)

The Director Operations oversees all operational functions of the Office of the Governor (the Office), leading key business units including Hospitality Services, Horticultural Services, Facilities, Transport and Security. The role drives the capital works program and ensures the effective preservation and management of the Government House Estate. It provides strategic leadership, ensures organisational and legislative compliance, and supports the achievement of the Office's objectives.

Key accountabilities

Strategic Leadership and Planning

Provide strategic oversight and leadership for all operational functions, including security, property and facilities management, transport, horticulture, hospitality, and accommodation services.

Collaborate with the Leadership Team (LT) to align operational priorities with the Office's strategic objectives and contribute to key reporting documents.

Identify organisational risks and issues, ensuring appropriate mitigations are in place, and provide strategic advice to the LT on the prioritisation and progress of major projects and capital works.

Operational Excellence and Team Leadership

Lead and manage operational teams, ensuring high-quality service delivery and alignment with organisational priorities.

Develop key operational leaders, including the Hospitality Services Coordinator, Sergeant-at-Arms, and Horticultural Coordinator, fostering a culture of excellence, collaboration and continuous improvement.

Develop and report on performance measures to assess operational success and drive continuous improvement.

Ensure effective communication and information flow within the operational team and the broader organisation.

Governance, Compliance, and Risk Management

Lead Workplace Health and Safety compliance fostering a positive safety culture and driving continuous improvement across all departments.

Develop, implement, and maintain policies and frameworks for the division ensuring regulatory compliance and operational resilience.

Heritage Management and Preservation

Oversee the stewardship of the Government House Estate and its Heritage Collection, ensuring compliance with conservation and management plans.

Collaborate with key collecting institutions, such as QAGOMA and SLQ, to curate the display of objects and artworks at Government House.

Project and Financial Management

Forecast, develop, schedule, and implement the Capital Works Program and ongoing preservation/maintenance for all buildings, plant and equipment, grounds, ensuring alignment with the Governor's Program and heritage requirements.

Manage operational budgets, contributing to budget planning cycles, forecasting, and financial reporting, while ensuring compliance with financial delegation and purchasing policies.

Provide performance reporting, including financial forecasting, cost analyses, and operational updates, to support decision-making and organisational efficiency.

Stakeholder Engagement and Relationship Management

Build and maintain effective relationships with stakeholders, including government agencies, vendors, service providers, and industry specialists, to enhance service delivery and operational outcomes.

Represent the Office in key forums and committees, including chairing meetings with the Department of Housing and Public Works.



OFFICE OF THE GOVERNOR

Role requirements

What we are looking for

Demonstrated expertise in leading and managing diverse teams with specialised skills and trade knowledge, ensuring high-quality service delivery across multiple operational functions.

Proven leadership and team management capabilities, with a strong ability to foster a culture of collaboration, accountability, continuous improvement, and high performance.

Significant operational experience in a high-end hospitality or similar setting, including the delivery of services to high-level dignitaries or VIPs.

Demonstrated ability to develop and implement strategic plans, frameworks, policies, and standard operating procedures to achieve organisational objectives.

Comprehensive knowledge and experience in regulatory compliance, including workplace health and safety, governance frameworks, and risk management.

Strong project management expertise, with a proven ability to deliver capital works and maintenance programs that align with strategic priorities and heritage preservation requirements.

Highly developed negotiation, consultation, and interpersonal skills, with the ability to engage effectively with a diverse range of high-level stakeholders and foster productive relationships.

Demonstrated ability to manage budgets and resources responsibly, ensuring financial compliance, operational efficiency, and alignment with organisational priorities.

Proven ability to operate effectively in dynamic, high-pressure environments, responding to emerging priorities and ensuring the delivery of high-quality outcomes.

Qualifications Technical/educational

A degree in Business Administration, Facilities/Project Management, Hospitality, or a related field, combined with experience in a senior leadership role managing diverse teams would be considered highly desirable.

Other

You may be required to work outside standard business hours to support operational requirements and official events.

Behavioural competencies required

The Office is committed to leadership at all levels. You will contribute to setting the tone for the rest of the organisation and be required to display the following leadership behaviours:

Lead strategically – Exercise exceptional judgment, discretion, and robust organisational, interpersonal and leadership skills to build a high performing team culture.

Stimulate ideas and innovation – Encourage the mutual exchange of ideas, data, and information, engaging staff and stakeholders as active contributors.

Build enduring relationships – Proactively build effective working relationships with key stakeholders and facilitate cross-functional collaboration to achieve strategic outcomes.

Lead with integrity – Champion the core governance principles of transparency and accountability and apply ethical decision making and objectivity to build confidence and trust that the role of Governor, and the activities and conduct of the Office and its staff, are aligned with public interest.

Drive accountability and outcomes – Actively role model accountability and nurture a culture that inspires collaborative, courageous and committed delivery of quality outcomes aligned to the Office's strategic objectives.

Guideline for Applicants

How to apply

You can apply for this role by providing a letter of no more than two pages outlining your interest in and capability of performing the role and your resume (three to four pages recommended) via the Smart jobs and careers website at www.smartjobs.qld.gov.au

If you experience any difficulties submitting your application:

- Prior to closing – contact 13 QGOV (13 74 68)
- After closing – contact the person on this role description.

Further information

Further information about the Office of the Governor and the recruitment and selection process can be found in the accompanying Applicant Guide.