



GOVERNMENT HOUSE
QUEENSLAND

POSITION DESCRIPTION

Designation:	Public Engagement Officer
Location:	Government House 168 Fernberg Road, Paddington QLD 4064
Employment Status:	Contract part-time, 29 hours per fortnight
Classification:	A04 Level (equivalent)
Term:	Contract appointment – initially for one year (subject to a security check and six-month probation).
Business Unit:	Strategic Program & Protocol Team
Reports to:	Executive Officer
Date of Review:	November 2020

ORGANISATIONAL ENVIRONMENT

The Office of the Governor exists to provide executive, personal, administrative and logistical 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 (OS) 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 & Protocol; Facilities & Operations; and Hospitality Services. The functional areas are overseen by the Deputy Official Secretary (DOS) who is responsible to the OS for the operations of Government House and the delivery of the Governor's program. This position sits within the Strategic Program and Protocol team.

The Public Engagement Program supports the way in which the Office of the Governor interacts with its wide range of stakeholders and builds a greater understanding of the role of the Governor of Queensland and Government House.

One focus of public engagement is to provide opportunities for the Queensland public to visit the Government House Estate. These opportunities include:

- Guided group tours of the House and Estate for community-based organisations, school groups and members of the public;
- Open Day in honour of Queensland Day, usually held on the Saturday closest to 6 June;
- Open Day as part of Brisbane Open House, usually held on the second Saturday of October; and
- Government House Christmas lights display, held in December each year.

The Public Engagement Program is supported by a dedicated team of Government House Volunteers (GHVs) who are instrumental in providing the resources to deliver the public engagement opportunities, including tours of Government House, to the Queensland community.

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 Public Engagement Officer provides administrative and logistical support to the Office of the Governor's Public Engagement Program, and in particular tours of Government House, open days, Christmas lights and other ad hoc events. This position is the main point of contact for external stakeholders seeking to arrange a tour, as well as the coordinator of the GHVs, including their recruitment, training, accreditation, placement, performance and retention.

CONDITIONS OF THE POSITION

The following conditions apply to the Public Engagement Officer position:

- The Public Engagement Officer will be required to work Wednesdays and Thursdays, 9.00am to 5.00pm, which coincides with the days the Government House tours are offered.
- The Public Engagement Officer can expect to partake in required Office of the Governor, and administration specific Professional Development and Training.
- The Public Engagement Officer will be required to abide by the Office of the Governor's Code of Conduct.

SUPERVISORY RESPONSIBILITIES

The Public Engagement Officer has supervisory responsibility for the GHV, including their recruitment, training, accreditation, placement, performance and retention.

DELEGATIONS AND AUTHORITY

The Public Engagement Officer does not have a financial delegation.

DUTIES

- Administration of the Government House Guided Tours including:
 - administering all stages of tour requests from receipt through to reconciliation ensuring all details are entered accurately into CRM;
 - assessing eligibility for tour requests and updating the Governor's official diary as appropriate;
 - drafting outgoing letters and emails in response to tour requests in a timely and accurate way;
 - preparing internal briefing documentation and distributing to all business units;
 - administering large mailouts to stakeholders via post and email to initiate interest in tours of Government House;
 - providing contributions to social media including photographs of activities in progress; and
 - assisting patronage organisations, community groups and members of the public with queries relating to the tours of Government House via phone, email and post.
- Public facing duties requiring high-level oral presentation skills including:
 - greeting small and large groups on arrival to the Estate and providing a verbal briefing prior to the commencement of tours; and
 - leading tour groups, in particular providing coverage in the unexpected absence of a GHV.
- Coordination of the GHVs, including:
 - driving recruitment with a focus on a diverse pool that meets the size and frequency of Government House tours;
 - regular communications to GHVs with updates on the Governor's program and Office of the Governor activities;
 - allocating the roster for Government House tours and other Public Engagement activities, ensuring appropriate resourcing specific to the group or event;
 - providing appropriate inductions and onboarding as well as ongoing training and feedback; and
 - ensuring appropriate accreditation and police checks, including Blue Cards.
- Assist in the development of GHV policies and procedures, including risk assessments and mitigations, and ensure policies and procedures are regularly maintained per the schedule.
- Support and administer special projects relating to the broader Public Engagement Program.
- Actively engage in identifying and supporting continuous process improvement initiatives.

- Liaison with key stakeholders of the Office of the Governor, including community organisations and government departments.
- As required, provide input into official reporting requirements of the Office of the Governor.
- 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

- Relevant experience in delivering high-level volunteer administration in a structured and ordered manner including a high level of understanding of record keeping processes for public sector type organisations.
- Proficient volunteer coordinator skills including the ability to implement workflows and to analyse issues, establish a course of action and adopt a pro-active attitude with appropriate direction.
- High level oral communication and interpersonal skills including the ability to greet and brief groups of volunteers and guests to Government House, and to liaise and consult with internal and external stakeholders.
- Highly developed written communication skills, including the ability to prepare, monitor and review complex documents and to update briefing material to ensure its relevance and usefulness.
- Ability to work cooperatively as a team member within a small team operating in a high-pressure environment with multiple demanding deadlines while maintaining a high level of confidentiality, tact, discretion, initiative and sound judgement.
- Proficient in the use of computer equipment and Microsoft Office products. Experience with customer relationship management (CRM), document and records management (TRIM - HP/RM) applications is highly desirable.
- Eligibility to obtain a Blue Card.

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 required to sign a statement of confidentiality.

A non-smoking policy operates in the workplace.

HOW TO APPLY

To enable us to assess your merit, you should:

- apply online at www.smartjobs.qld.gov.au
- include your **current resume**
- 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 Applications Processing Team on (07) 3021 5465 or (07) 3021 5450, between 9.00am and 5.00pm 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.