



GOVERNMENT HOUSE
QUEENSLAND

POSITION DESCRIPTION

Designation:	Government House Volunteer
Location:	Government House 168 Fernberg Road, Paddington QLD 4064
Employment Status:	Volunteer
Term:	Appointment – initially for one year (subject to a security check and six-month probation) Extensions by mutual agreement.
Business Unit:	Strategic Program & Protocol Team
Reports to:	Public Engagement Officer (PEO)
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 volunteer 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 GHV provides 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. The GHV may also support other areas of operations.

CONDITIONS OF THE POSITION

The following conditions apply to the GHV position:

- The GHV will be required to be available for duty four (4) hours per month, noting tours are offered Wednesdays and Thursdays, at 10.30am–12.00pm and 2.00pm–3.30pm.
- The GHV can expect to partake in required Office of the Governor Professional Development and Training.
- The GHV will be required to abide by the Office of the Governor's Code of Conduct.
- The GHV will be required to wear a uniform and will be provided with training and material to deliver the tours.

SUPERVISORY RESPONSIBILITIES

The GHV has no supervisory responsibility.

DELEGATIONS AND AUTHORITY

The GHV does not have a financial delegation.

DUTIES

- 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 a diverse range of groups through the House and Estate on tours, using contemporary content to highlight;
 - the role of the Governor as representative of Her Majesty The Queen, Queensland's Head of State, and, more broadly, the duties and responsibilities including: Constitutional and Legal; Ceremonial; and Community;
 - the history of Governors and the Government House estate, drawing on the historic setting and contemporary content to increase awareness of the role of the Governor and Australian Honours;
 - the architecture and assets of Government House, as a heritage listed State-owned residence steeped in historical and cultural significance;
 - the environmental significance of the heritage-listed gardens and grounds of Fernberg, with the Estate surrounded by a combination of 10 hectares of remnant original bushland and formal gardens and grounds, including a small vegetable patch.
- Support special projects relating to the Public Engagement Program.
- Liaison with key stakeholders of the Office of the Governor, including community organisations.
- Actively engage in identifying and supporting continuous process improvement initiatives.
- 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

- High level oral communication and interpersonal skills including the ability to make presentations to groups ranging from 5 to 100 people.
- Highly developed communication skills, including the ability to review detailed tour material and deliver accurate content to groups.
- An interest in the role of the Governor and the history of Queensland, and a desire to share this knowledge and interest with the Queensland community.
- A desire to make an altruistic contribution and give back to the Queensland community.
- Ability to work cooperatively as a team member within a small team while maintaining a high level of confidentiality, tact, discretion, initiative and sound judgement.
- 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:

- email your current resume to tours@govhouse.qld.gov.au
- provide a **brief statement** of no more than 2 pages describing how you meet the selection criteria and consider yourself a suitable candidate for the volunteer position.

If you do not have internet access and are unable to submit your application online, please contact the Office on (07) 3858 5700, between 9.00am and 5.00pm Monday to Friday, to enquire about alternative arrangements.

Hand delivered applications will not be accepted.