



**GOVERNMENT HOUSE**  
QUEENSLAND

**POSITION DESCRIPTION**

**POSITION DESCRIPTION**

<b>Designation:</b>	Executive Support Officer
<b>Location:</b>	Office of the Governor Government House 168 Fernberg Road Paddington QLD 4064
<b>Postal Address:</b>	Office of the Governor GPO Box 434 BRISBANE QLD 4001
<b>Website Address</b>	<a href="http://www.govhouse.qld.gov.au/">http://www.govhouse.qld.gov.au/</a>
<b>Classification:</b>	A04 Level (equivalent)
<b>Term:</b>	Contract appointment
<b>Reports to:</b>	Executive Officer
<b>Date of Review:</b>	July 2022

**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 official, ceremonial, and civic duties of office.

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 Official Secretary (OS) for the operations of Government House and the delivery of the Governor's program. The Office has a number of matrix management structures that enable effective delivery of the Governor's program, principal amongst them is the Executive Team (ET) comprising OS, DOS and Chief Financial & Governance Officer (CFGGO).

The OS is the Chief Executive and Accountable Officer for the Office of the Governor and principal advisor to the Governor on constitutional, ceremonial and community duties.

An employee joining this environment acknowledges and agrees that the employee's

duties will be undertaken within a unique and sometimes demanding environment.

The Office of the Governor requires that all staff and volunteers comply with its Covid-19 Safe Workplace policy. This includes being fully vaccinated or having a medical exemption.

#### **PURPOSE OF THE POSITION**

Manage the official diary and correspondence along with delivery of quality administrative services to support the Governor and Spouse Program.

#### **SUPERVISORY RESPONSIBILITIES**

The Executive Support Officer may be required to assist casual staff.

#### **DELEGATIONS AND AUTHORITY**

Nil.

#### **DUTIES**

- Maintain to a high degree of accuracy the Official Diary, in consultation with the Executive Officer, ensuring that it reflects all the commitments of the Governor and Spouse Program and key operational arrangements for the Estate.
- Administration of inwards and outwards correspondence including assessment and drafting of correspondence. Ensure information and records management systems are updated and maintained to reflect the current status of correspondence.
- Administer the record keeping requirements of the office, including the monitoring of public notices, finalisation and filing of official files, maintaining the electronic document and records management system and provision of support to other staff in the creation, retention and finalisation of files as required.
- Assist with administration of the presentation of Australian Honours and Awards in Queensland both at Government House and other locations as required, including updates to database and website, administration within the Office of the Governor and the allocation of recipients to nominated events.
- Administration and monitoring of the process to manage Petitions for Pardon, from receipt to finalisation.
- Support the invitation process in collaboration with the Aide allocated to the event. This includes the development and dispatch of invitations and guest lists, liaising with internal and external stakeholders and the development of supporting correspondence.
- Undertake reception and telephone duties including both sensitive and general public enquiries.
- Administration of the Government House Visits Program including liaison with Government House Volunteer Guides.
- Actively engage in identifying and supporting continuous process improvement initiatives.

- Undertake meeting minute taking along with associated approval and dissemination duties as required.
- Administration of the process for Congratulatory Messages, including the collation of incoming requests, drafting of correspondence and dispatch of signed letters.
- Liaison with key stakeholders of the Office of the Governor, including patronage and other community organisations, the Executive Council secretariat, the Queensland Parliament and Buckingham Palace.
- Assume responsibility for all aspects of the administration function in the absence of the Executive Officer.
- As required, provide input into official reporting requirements of the Office including the Quarterly Report.
- 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 administrative and client support service in a structured and ordered manner including a high level of understanding of record keeping processes for public sector type organisations.
- Proficient event management skills including the ability 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 manage work flows, liaise and consult with internal and external clients.
- Highly developed written communication skills, including the ability to prepare, monitor and review complex documents.
- 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) applications 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 required to sign a statement of confidentiality.**

A non-smoking policy operates in the workplace.