



Role type

Temporary, full-time with possibility of extension



Salary

\$65,855 - \$69,956 p.a. plus a 15% Allowance for additional hours worked, plus superannuation and leave loading



Location

Government House Queensland, Paddington



Contact

Phillip Hales

Telephone: (07) 3858 5732



Job ad reference

[Smart Jobs to insert]



Closing date

xxth Month 202X

Working relationships

Reports to: Senior Steward

Direct reports: NIL

Team size: 9 + pool of casual stewards

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

Hospitality Services delivers catering, accommodation and cleaning services to the Office and supports the stewardship of the Cultural & Heritage Collection.

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.

Steward (003)

The steward is responsible for the daily provision of accommodation, cleaning, and catering services to the Vice Regal family and the Office of the Governor. The role supports the Hospitality Services team in delivering services that align with the Office's vision, organisational structure, resource management, activities, and culture, ensuring the Governor is effectively supported in fulfilling their constitutional, ceremonial, and civic duties while achieving the Office's strategic goals.

Key accountabilities

Cleaning and Housekeeping Services

- Perform general and specialist cleaning of Government House and associated buildings.
- Maintain inventories of consumables, beverages, and pantry supplies.

Undertake specialist cleaning tasks

- Cleaning and maintaining silver, brass, furniture (including antiques), textiles, crystalware, artworks, and other fragile items.
- Ensure cleaning procedures align with the requirements of a Heritage-listed building.
- Report maintenance issues promptly.

Food and Beverage Service

- Provide high-level food and beverage service at formal State functions, Investitures, receptions, and other events.
- Deliver various service styles, including:
 - Plated (American) service, silver service, butler service, buffet service, and room service.
 - Trayed canapé and beverage service using silver trays.
 - Table wine service, preparation of barista-quality coffee, and basic mixed drinks.
- Assist with event setup, including arranging the State Dining Room table and audio-visual equipment.

Laundry and Valet Services

- Launder, press, and starch napery, linen, clothing, and staff uniforms using semi-commercial laundry equipment (e.g., washers, dryers, Laura Star irons, roller press).
- Provide basic valet services to the Governor and Spouse, including minor sewing repairs and leather polishing.

Event Setup and Support

- Prepare rooms and locations for events, including furniture relocation, banquet setups, and AV equipment setup.
- Escort contractors on-site and oversee deliveries.

Heritage Collection and Floral Displays

- Maintain and clean the Heritage Collection and on-loan artworks using appropriate techniques.
- Prepare small floral arrangements.

Other Duties

- Follow established protocols, such as raising and lowering the Governor's standard.
- Adhere to work health and safety procedures for all tasks.
- Perform other reasonable and lawful duties as directed.



OFFICE OF THE GOVERNOR

Role requirements

What we are looking for

Demonstrated experience and knowledge in cleaning, housekeeping, and laundry activities.

Experience in delivering differing styles of food and beverage from casual dining to formal service such as silver service, gueridon service and butler service, is highly desirable but not mandatory. The ability to carry and service three plates.

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, self-motivation and attention to detail.

The ability to complete physically demanding duties such as carrying a silver tray of beverages, the set-up of function areas involving the movement of furniture or the making of beds.

A basic knowledge and understanding of protocol, social customs and etiquette when dealing with dignitaries, guests, visitors and staff.

Good interpersonal and customer service skills. Ability to communicate effectively with the Vice Regal family and visitors with tact and a high degree of confidentiality.

A high standard of grooming is required.

Qualifications Technical/educational

Relevant experience and/or education/training in a similar position is desirable.

Other

This role includes physically demanding duties and work at heights. The successful applicant must be able to safely perform manual tasks, including lifting, bending, prolonged standing, and ladder use, in line with WHS requirements.

The role may require work outside standard business hours to support official functions and 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:

Professionalism – Demonstrate responsibility, reliability, and discretion in all aspects of work.

Collaboration – Works effectively within a team, contributing to a positive and productive work environment.

Attention to detail – Ensures tasks are completed with precision and care, maintaining high standards.

Adaptability – Responds well to changing priorities and demonstrates flexibility in different situations.

Customer focus – Maintains a strong service orientation, ensuring the needs of the Vice Regal family and Office are met efficiently and courteously.

Work ethic – Displays diligence, initiative, and accountability in all tasks undertaken.

Guideline for Applicants

How to apply

You can apply for this role by completing the Smart Jobs questionnaire and providing a detailed resume outlining your relevant skills and experience (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.