



GOVERNMENT HOUSE
QUEENSLAND

POSITION DESCRIPTION

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Designation:	Program Officer (PO)
Location:	Office of the Governor Government House 168 Fernberg Road Paddington QLD 4064
Postal Address:	Office of the Governor GPO Box 434 BRISBANE QLD 4001
Classification:	A05 Level (equivalent)
Annual Salary:	\$90,399 - \$98,046 p.a.
Term:	Contract appointment – initially for three years (subject to a security check and six-month probation) with extension by mutual agreement.
Reports to:	Strategic and Protocol Manager Deputy Official Secretary
Date of Review:	June 2022

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 official, ceremonial, and civic duties of office.

The Office of the Governor comprises an Executive and Corporate area and three functional areas: Program, Facilities & Operations, and Hospitality. 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 Management Group (EMG) comprising OS, DOS, and Chief Financial Officer (CFO) and Facilities and Operations Manager (FOM).

The Official Secretary 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.

PURPOSE OF THE POSITION

The Program Officer role is responsible for coordinating the administration required for internally hosted Government House functions and events. This role will also provide redundancy to the Executive Officer and Aide roles.

Conditions OF THE POSITION

- The Program Officer will be required to abide by the Office of the Governor's Leadership Charter and Code of Conduct.
- The Program Officer will be expected to work independently as the coordinator for the internal events but also be expected to work within a small team environment within the Program team.
- There may be a requirement for the Program Officer to work some non-standard hours to support the Governor's program.
- The Program Officer may be expected to fulfil the duties of the Executive Officer and Aide. In these instances any applicable allowances will be on a pro-rata basis.
- The Program Officer can also expect that they may be required to support regional travel as programmed.
- The Program Officer can expect to undertake Professional Development and Training as required by the Office of the Governor, and as part of the Program Team.

SUPERVISORY RESPONSIBILITIES

The Program Officer has no direct supervisory responsibilities.

When required to fulfil the duties of the Executive Officer, there are supervisory responsibilities to supervise and coordinate the taskings of three Executive Support Officers and casual administrative staff.

When required to fulfill the duties of an Aide, Aides are responsible for delivering the function briefing to the Honorary Aides-de-Camp prior to official engagements of the Governor and their Spouse for which the Honorary Aide-de-Camp is supporting.

DELEGATIONS AND AUTHORITY

The Program Officer is authorised to purchase supplies and services within the financial delegation as set by the Official Secretary and in accordance with the Office of the Governor purchasing policies and guidelines.

DUTIES

Coordinate the planning and administration of Government House initiated and hosted community events in the Governor's Program such as receptions, State dinners and open days. This will include drafting guest lists and seating plans, liaising with internal and external stakeholders, the development of briefing material and supporting correspondence and maintaining accurate records in a customer relationship management (CRM) database.

Play a lead role in the administration of the presentation of Australian Honours and Awards in Queensland both for Government House and regional ceremonies. This includes updating details in the CRM database and website, and administration of documentation required for Investiture ceremonies.

As an integral member of the Program Team the Program Officer provides redundancy to the Executive Officer and civilian Aide roles. It is expected that the Program Officer is able to pivot as required to support these functions.

In addition to the duties listed above, as a member of the **Program team**, the Program Officer will:

- Actively engage in identifying and supporting continuous process improvement initiatives.
- Maintain accurate records of the Governor and Spouse Program in keeping with the Office of the Governor's record keeping and financial management policies.
- Support the Strategic Program and Protocol Manager in the strategic and operational planning activities of the team.
- Support the Strategic Program and Protocol Manager with reporting requirements.
- Participate in all Office of the Governor mandated training, as well as training and development activities specific to the position.
- As required, perform any other duties that are reasonable and lawful, as directed.

It is highly desirable for the Program Officer to hold a degree in events management, business management or related discipline, although not essential.

SELECTION CRITERIA

- Demonstrated events management or high-level Executive Diary management is essential.
- Demonstrated ability to work both independently and as an effective team member in a high-pressure environment with multiple demanding deadlines and competing priorities while maintaining a high level of confidentiality, tact, discretion and sound judgement.
- Demonstrated ability to cultivate productive working relationships through the nurturing of the Office of the Governor Leadership Charter; and highly developed

stakeholder engagement and consultation skills, including the ability to establish networks and liaise with a range of clients to deliver successful outcomes.

- Demonstrated ability to develop creative solutions and options to resolve issues, including the capacity to exercise initiative and sound judgement in making decisions.
- Highly developed written communication capabilities, ability to research, analyse and develop accurate and reliable communication outputs to a high standard responding to the needs of the target audience and timeframes.
- Demonstrated knowledge or the ability to rapidly acquire knowledge of protocol procedures relevant to the role and official functions of the Governor of Queensland.
- Competent in the use of 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 is required to sign a statement of confidentiality.

A non-smoking policy operates in the workplace.

The Office of the Governor currently requires all staff and volunteers to be fully vaccinated. Successful applicants will be required to provide evidence of their vaccination status.

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 am and 5pm 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.