

POSITION DESCRIPTION

OUR VISION

A world leader in delivering major venues, sport, entertainment and events.

OUR PURPOSE

To provide amazing experiences and opportunities through world class venues, enriching and connecting Queensland communities.

POSITION	Administration Support Officer
POSITION NUMBER	2G011
LOCATION	The Gabba
REPORTS TO	Administration Coordinator
EMPLOYMENT TYPE	Casual
CLASSIFICATION LEVEL	Staff Certified Agreement AO1 Level 1 – 3 (Under 21 years) AO2 level 1 (21 years and over)
CONTACT INFORMATION	Name: Kara Benson, Administration Coordinator Phone: 07 3035 6221 Email: Kara.benson@thegabba.com.au
VACANCY REFERENCE #	SQ60/25
CLOSING DATE	Friday, 7 November 2025

THE POSITION

The position is a reception-based role that is the first point of contact, providing efficient and friendly service that meets both customer needs and corporate standards.

The position provides broad administrative support to assist completion of activities across the various departments of the venue.

WORK ENVIRONMENT

The Administration Support Officer reports to the Administration Coordinator.

The Administration Support Officer works within a multi-disciplinary team environment providing administrative support under the direction of the Administration Coordinator.

Out of hours work and weekend work is a requirement of this position.

ORGANISATIONAL ENVIRONMENT

SQ manages, operate and promotes the use of the State's major sports, recreation and leisure facilities.

<https://www.stadiums.qld.gov.au/>

KEY ACCOUNTABILITIES

- Provide exceptional reception service in person and deliver high-quality telephone service to clients, members of the public and service providers by maintaining a welcoming and professional manner.
- Inbox management ensuring excellent customer service is provided, for internal & external in a timely manner.

- Provide general administration support across various departments, assisting with department activities, deliverables, and outcomes, and assisting with managing venue correspondence.
- Onsite support and coordination to approved Hirers and contractors as directed.
- Monitor and maintaining of the office/room bookings, staff kitchen and office/consumable supplies, ensuring supplies are replenished, and meeting room preparation.
- Ensure all work is undertaken in accordance with SQ's policies and procedures, particularly in the areas of workplace health and safety, security, equal employment opportunity, workplace harassment, bullying and discrimination.
- Utilisation of SQ systems (under direction).

MANDATORY QUALIFICATIONS AND/OR EXPERIENCE

- Previous experience in a similar reception position, with a focus on customer service.

KNOWLEDGE, SKILLS AND EXPERIENCE

ESSENTIAL

- Strong communication and organisation skills.
- Excellent telephone manner and attentiveness.
- Ability to follow instructions, prioritise and work under limited supervision.
- Ability to use Word, Excel, Outlook and data entry.
- High work ethic, commitment to professional presentation and flexibility in the workplace and ethical practice.

DESIRABLE

- Comfortable working face-to-face in an office environment and managing inbound calls.
- Ability to be flexible with noticed to cover reception shifts.
- Immediate or short-notice availability.



OUR VALUES



Enthusiasm and passion

We are an energetic and accountable team who work collaboratively as 'OneSQ', embracing diversity of experience and open communication.



Professional, commercial and accountable

We are passionate and take ownership in delivering commercial results and great experiences for our customers. We strive for and deliver greatness, and celebrate individual and team achievements.



Customer-centric, innovative and agile

We embrace change, encourage innovation and are solutions focussed. We are customer-centric and continuously and flexibly adapt to evolving needs and expectations.



Authentic, transparent and respected

We are authentic and conduct our business with the highest standards of ethics, integrity and responsibility.

ADDITIONAL INFORMATION

- Some out of normal hours work and work on weekends will be required.
- Whilst this position is currently located at the The Gabba, the successful applicant may be required to work from any of SQ's venues or offices.
- Travel inter/intrastate may require some overnight stays away from the position's location.
- This position description details the minimum skills required to perform the duties of this position. Other duties may be allocated, as required.
- SQ employees are bound by the ethics principles, which are contained in the SQ's Code of Conduct and the terms and conditions of employment are detailed in the Employment Contract and associated legislation. All staff are expected to familiarise themselves with these.
- All managers, supervisors and staff are expected to participate in and positively contribute to the sound corporate governance of SQ. This includes demonstrating a comprehensive appreciation of and commitment to the fundamental principles of corporate governance within which a statutory authority operates.
- Managers and supervisors should lead by example in their understanding of and application to corporate governance activities of SQ, in accordance with appropriate legislative requirements, Board policy and established principles.
- All successful appointees will be responsible and accountable to the extent of "Duty of Care" (Work Health and Safety Act 2011) and required to demonstrate occupational health and safety consciousness, and support and contribute towards risk management initiatives.
- SQ employees are required to adhere to security procedures at all times, support and contribute the effectiveness of protective security measures through security awareness, vigilance and reporting.
- Where a "Working with Children Check" (i.e. Blue Card) is required to be held for this position, the applicant is to provide evidence of either a valid Blue Card or be willing to make application for the card. Volunteers working in any capacity with children or young people, and paid employees who work in regulated employment (i.e. childcare), are required to hold a valid Blue Card before commencing work. For all other positions that require a Blue Card the applicant may commence in the position pending the receipt of a successful check.
- Information submitted by an applicant for this position is subject to the Right to Information Act 2009 and the Information Privacy Act 2009.
- Applications will remain current for a period of 12 months.
- Your application should address your ability to meet the key accountabilities. SQ's "Additional Information for Applicants" will assist you in developing your application.
- Applications should include a current Resume/Curriculum Vitae.



ORGANISATIONAL STRUCTURE

