

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	3G004
LOCATION	Queensland Sport and Athletics Centre
REPORTS TO	Administration Coordinator
EMPLOYMENT TYPE	Permanent, Full-Time
CLASSIFICATION LEVEL	Staff Certified Agreement, AO2 Level 1
CONTACT INFORMATION	Jessica Hutton – Administration Coordinator Phone: 07 3405 7513 Email: Jessica.Hutton@qsac.com.au
VACANCY REFERENCE #	SQ65.26
CLOSING DATE	Monday, 21 September 2026

THE POSITION

The position is the first point of contact through reception and provides efficient and friendly service that meets both customer needs and corporate standards. The position provides broad administrative support to assist in the completion of activities across the various departments of the venue.

WORK ENVIRONMENT

The position of 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 may be 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 services in person, via phone and email ensuring quality customer service outcomes and the timely resolution of queries.
- Provide venue access to approved hirers, athletes and contractors as directed. This includes assistance with the issuing of keys, venue sign in and sign out procedures and assisting with Induction.
- Provide quality and timely administrative support, including financial processing, assisting unit activities, deliverables and outcomes, and managing venue correspondence.
- Maintain document control through SQ's record keeping processes and general venue registers.
- Monitor and maintain office supplies including stationery and consumables.

- 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

MANDATORY QUALIFICATIONS AND/OR EXPERIENCE

- Demonstrated experience in a similar position providing administrative support, with a focus on customer service.

KNOWLEDGE, SKILLS AND EXPERIENCE

ESSENTIAL

- High work ethic, commitment to professional presentation and flexibility in the workplace and ethical practice.
- Well-developed communication and interpersonal skills.
- Excellent telephone manner and attentiveness.
- Ability to follow instruction and work under limited supervision.
- Ability to use Word, Excel and Outlook as well as general computer skills.
- High work ethic, commitment to professional presentation and flexibility in the workplace and ethical practice.

DESIRABLE

- A formal qualification or training in office administration.
- Knowledge in general financial data entry processes such as accounts payable, accounts receivable and credit card reconciliations.
- Experience in using systems such as HP Content Manager and TechnologyOne.



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 Queensland Sport and Athletics Centre, 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

