

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	Operations Support Officer
POSITION NUMBER	4G007
LOCATION	Sleeman Sports Complex
REPORTS TO	Operations Coordinator
EMPLOYMENT TYPE	Permanent, Part-Time (22 Hours per week)
CLASSIFICATION LEVEL	Staff Certified Agreement, AO2 Level 1
CONTACT INFORMATION	Braydon Chidgey – Operations Coordinator Phone: 07 3131 9622 Email: Braydon.Chidgey@sleemansports.com.au
VACANCY REFERENCE #	SQ04.26
CLOSING DATE	Thursday, 22 January 2026

THE POSITION

The Operations Support Officer is responsible for providing functional and administrative support to the Operations team. The Operations Support Officer will provide quality and timely support across various departments and provide excellent customer service to ensure internal and external expectations are met.

WORK ENVIRONMENT

The Operations Support Officer Reports to the Operations Coordinator.
Out of hours work and weekend work is a requirement for 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 support to Operations team across all areas of guest services for the Chandler Lodge and Cabins including reservations, arranging room keys, coordination of room servicing, food supplies and guest check in and out.
- Provide administrative support to Operations Coordinator and Operations Manager.
- In conjunction with the Operations Coordinator, provide support with the venue's WHS activities including compliance, training and documentation.
- Provide support to the broader SSC team with the development, implementation, and review of operational procedures for event and non-event day venue presentation including cleaning, waste management, security, and accreditation.
- Develop and maintain positive and effective relationships with stakeholders, tenants, and contractors.

- Provide quality and timely support across various departments through the completion of administrative tasks, assisting with department activities, deliverables and outcomes, and assisting with managing venue correspondence.
- Provide excellent customer service ensuring internal and external expectations and requirements are met.
- 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

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

KNOWLEDGE, SKILLS AND EXPERIENCE

ESSENTIAL

- Well-developed communication and interpersonal skills.
- Excellent telephone manner and attentiveness.
- Ability to follow instruction and work under limited supervision.
- Ability to acquire knowledge of the venue and its facilities.
- Ability to use Word, Excel, Outlook and data entry 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, secretarial and/or business ICT skills.
- 12 months experience in a similar role providing administrative support.
- Experience with POS & Booking systems.
- General knowledge of sport.
- Ability to take and reconcile payments.



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 Sleeman Sports Complex, 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

