**Role Description**

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| **Administration Officer** | | | |
| **Classification** | AO3 | **Salary Range** | $47.98 - $53.45 per hour |
| **Location** | Caloundra Ambulance Station | **Status** | Casual |
| **Work Unit/**  **Branch/District** | Business Services Group | **Division/**  **Region** | Sunshine Coast & Wide Bay |
| **Contact Name & Position** | Megan Wright  Business Support Officer | **Contact Details** | (07) 5293 4044  Megan.Wright@ambulance.qld.gov.au |

**Queensland Ambulance Service**

The Queensland Ambulance Service (QAS) is a division of the Department of Health. The Department of Health’s purpose is to provide highly effective health system leadership.

The QAS provides timely, quality and patient focused ambulance services including pre-hospital patient care and related services across Queensland. The QAS delivers sustainable, adaptive and responsive contemporary health care to Queensland.



To find out more about our organisation, please refer to the QAS Applicant Information Kit or visit [www.ambulance.qld.gov.au](http://www.ambulance.qld.gov.au) or [www.health.qld.gov.au](http://www.health.qld.gov.au).

**Purpose of the role**

The Administration Officer provides efficient and confidential administrative support to the region. The role is required to respond to enquiries from internal and external clients; maintain and update databases and other information systems; undertake record management duties; assist with financial and human resource management processing activities; provide support for project delivery; and assist with strategic and operational planning and implementation processes.

**Key responsibilities**

* Provide a high standard of administrative support to the regional office and regional senior management, including handling confidential and sensitive information.
* Assist with a range of human resource (HR) activities for the region, including quality checking forms, sending and tracking forms to be processed by Queensland Shared Services (QSS), following up on staff movements identified in monthly HR reports, and maintaining HR records.
* Purchase goods and services as directed, process invoices for payment, assist corporate card holders with monthly reconciliations and maintain the relevant filing systems, and assist with the formatting of financial reports for follow up and verification.
* Coordinate, prepare and distribute a range of documentation including letters, emails, briefs and reports, ensuring that all documentation meets departmental style guide requirements, is provided within required timeframes and the security and confidentiality of the documentation is managed appropriately.
* Assist with the research and preparation of correspondence and provide support with the management of incoming correspondence by distributing and actioning as required.
* Liaise effectively and maintain positive relationships with QAS staff, clients and key stakeholders to ensure that any information required in relation to the business activities of the region is provided in a timely manner.
* Manage records and documentation including office filing systems and bring-up reminder systems. Maintain the security and confidentiality of hard copy files and ensure that electronic filing systems are also secure, up-to-date, accurate and operating effectively.
* Comply with all departmental policies, procedures, standards and timeframes and ensure all finance and HR related activities are conducted in line with the QAS Financial Management Practice Manual and relevant delegation manuals.
* Schedule and plan meetings, forums and events both internally and externally; book appropriate rooms and venues; make necessary travel arrangements; and arrange catering as required.
* Prepare meeting agendas and action sheets, record meeting minutes and distribute and follow up as required.
* Manage the maintenance, reporting and currency of QAS databases and information management systems as required.
* Liaise with functional areas to ensure the effective organisation of training programs and activities within the region.
* Escalate issues as required to other officers or managers within the region.
* Fulfil the responsibilities of this role in accordance with Queensland Public Service and QAS values.

**Basis for selection**

We are seeking applicants who, within the context of the role responsibilities, possess the following key attributes:

* Demonstrated high level administrative skills with previous experience in administrative support roles, including the ability to identify, analyse and resolve issues relating to administrative systems and processes through the application of innovative solutions.
* Demonstrated understanding, or the ability to rapidly acquire an understanding of the structure, functions and services of the QAS.
* Well-developed communication and interpersonal skills and the proven ability to build and maintain positive, productive relationships with internal and external stakeholders.
* Demonstrated high level attention to detail and the ability to plan and prioritise tasks to achieve required outcomes and meet deadlines.
* A highly motivated, energetic and proactive approach to work and a proven commitment to the provision of high-quality customer service.
* Proven ability to work effectively both independently and as part of a collaborative team.

**Mandatory/Special conditions/Other requirements**

The following mandatory requirements, special conditions and/or other requirements apply to this role:

* The incumbent may be required to travel on official business and the possession of a C class driver’s licence may be required.

**How to apply**

Please provide the following information for initial assessment of your suitability:

1. **Your current résumé** (including a comprehensive employment history with functions or roles performed, dates of employment, major achievements or awards, and tertiary qualifications). **All attachments for online or email applications must be in PDF or Microsoft Word format.**
2. **A two (2) page statement** outlining your suitability for this position, which should include examples and outcomes achieved to demonstrate your suitability for the role. It is a requirement of the selection process that your statement **not exceed two (2) pages in length**.

Applications can be submitted online via the Queensland Government Smart jobs and careers website at [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au/).

**Please refer to the QAS Applicant Information Kit for information about submitting your application, late applications, withdrawing your application and changing your details.**

**Employment screening**

Pre-employment screening, including criminal and discipline history and clinical practice checks, may be undertaken on persons recommended for employment. The recommended applicant will be required to disclose any serious disciplinary action taken against them in public sector employment. In addition, any factors which could prevent the recommended applicant complying with the requirements of the role are to be declared.

Roles providing health, counselling and support services mainly to children will require a Blue Card, unless otherwise exempt. Please refer to the Pre-Employment Checks section within the QAS Applicant Information Kit for further details about employment screening and other employment requirements.

**External Applicants**

For information on the documentation that may be required from an external applicant please refer to the Pre-Employment Checks section within the QAS Applicant Information Kit.

**Additional information**

1. QAS delivers business services in regional offices through a streamed model based on people, resources, business support and executive support. This integrated service model enables teams to work collaboratively to deliver high level support to operational service delivery.
2. This position works as part of the business support stream to deliver finance, procurement, governance, planning and reporting services. The business support stream also provides administrative support to all streams.

* The role reports to the Business Support Officer.
* The QAS is committed to maintaining a culture that builds respect, fosters inclusiveness, promotes flexible work arrangements and embraces the unique and diverse qualities of our workforce.
* The QAS stands firm in its position and has zero tolerance for inappropriate workplace behaviour. The [QAS RESPECT](https://www.ambulance.qld.gov.au/respect.html) initiative is designed to foster and promote a culture where employees at all levels feel empowered to ‘step up’ and ‘stamp out’ inappropriate workplace behaviour and provide a positive and safe workplace for everyone.
* The QAS has zero tolerance for child abuse, neglect, and harm, and is committed to ensuring the safety and wellbeing of all children and young people. All employees, volunteers, and service providers in the QAS and Queensland Health system have a responsibility to respect and promote the rights of children and young people.
* The QAS applies the [Public Service Commission’s Leadership Competencies for Queensland](https://www.forgov.qld.gov.au/leadership-competencies-queensland) by empowering all leadership levels to deliver high-performing, innovative and future-focused services, making a positive difference to all Queenslanders.
* A mobile, flexible and agile workforce supports service delivery and employee development. You may seek or may be required to work in alternative locations or undertake alternative duties on a temporary or permanent basis.
* Applications will remain current for a period of up to 12 months and may be considered for other vacancies (identical or similar) which may include an alternative employment status (e.g., temporary, full-time or part-time).
* Within one month of commencing employment, the successful applicant is required to disclose any employment as a lobbyist in the preceding two years.
* The incumbent may be required to undertake other duties not listed in the key responsibilities, under the direction of the relevant accountable manager.
* Further information about the QAS and applying for a job can be found in the QAS Applicant Information Kit which is included as an attachment in the job advertisement.