



POSITION DESCRIPTION: ADMINISTRATION OFFICER

Position Title	Administration Officer
Organisation	Queensland Council of Unions
Reports To	Executive Officer
Salary	Level 2 \$81,983.91 pa with 15% superannuation
Employment Type	Full-time fixed term contract until 30 June 2028
Location	South Brisbane

About the Queensland Council of Unions

The Queensland Council of Unions (QCU) is Queensland's peak trade union body representing affiliated unions and 400,000 workers across Queensland.

The QCU advocates for fair, safe and secure work through campaigning, industrial and policy advocacy, education and training, research, communications and member engagement. The QCU delivers a number of government-funded programs that support workers across Queensland, including Queensland Migrant WorkWise, Queensland Women Rise, the Workers' Psychological Support Service, the Workers Compensation Information and Advisory Service and Safe Work College.

The Administration Officer plays an important role in ensuring the efficient day-to-day operation of the organisation and providing high quality administrative support to staff, affiliated unions and external stakeholders.

Role Purpose

The Administration Officer is responsible for providing professional administrative, reception and office support across the Queensland Council of Unions.

The position supports the delivery of QCU campaigns, projects and services by maintaining efficient office systems, coordinating meetings and events, providing financial and administrative assistance, and ensuring a high standard of customer service to affiliated unions, workers and stakeholders.

Working across a diverse range of activities, the Administration Officer contributes to the smooth operation of the organisation and assists staff to deliver outcomes for Queensland workers.

Key Responsibilities

1. Office Administration & Reception

- Provide professional reception services, including responding to telephone, email and front counter enquiries.
 - Welcome visitors, stakeholders and affiliated union representatives.
 - Coordinate incoming and outgoing correspondence, mail and courier services.
 - Maintain office supplies, stationery and equipment.
 - Ensure meeting rooms, common areas and office facilities are maintained to a professional standard.
 - Assist with workplace health and safety administration and office compliance requirements.
-

2. Executive & Administrative Support

- Provide administrative support to the General Secretary and nominated QCU staff.
 - Prepare correspondence, agendas, minutes, reports and presentations.
 - Coordinate meetings, travel, accommodation and diary management where required.
 - Maintain electronic and physical filing systems.
 - Assist with document preparation, formatting and proofreading.
 - Support confidential record management and document control.
-

3. Stakeholder Engagement & Organisational Support

- Build positive working relationships with affiliated unions, government agencies and external stakeholders.
 - Maintain accurate contact databases and mailing lists.
 - Provide administrative assistance across organisational projects and campaigns.
 - Contribute to continuous improvement of office systems and administrative processes.
 - Undertake other duties consistent with the level of the position.
-

Key Selection Criteria

Essential

- Experience in an administrative or office support role.
- Good organisational skills with the ability to manage competing priorities.
- Good communication skills.

- High level of attention to detail and accuracy.
- Demonstrated experience using Microsoft Office applications including Outlook, Word, Excel and Teams.
- Good customer service and interpersonal skills.
- Ability to work under supervision.
- Ability to work collaboratively within a small team environment.

Desirable

- Experience in a union, membership or not-for-profit organisation.
 - Experience coordinating meetings, events or training activities.
-

How to Apply

Interested candidates should submit a resume and cover letter addressing the key selection criteria by the closing date specified in the advertisement.

Applications should be sent to:

Jacqueline King

General Secretary
Queensland Council of Unions
Level 5, 16 Peel Street
South Brisbane Qld 4101

And emailed to Renee Kempin at reneek@qcu.asn.au.

Email or other enquiries should be directed to Renee Kempin QCU Executive Officer on (07) 3010 2555 or email reneek@qcu.asn.au.