

Business Support Officer (AO4)

Cairns HSC, Northern Region, Frontline Delivery, Frontline Services

Department of Housing and Public Works



Role type

Permanent flexible full-time
36:15 hours per week



Job ad reference

QLD/696912/26



Annual salary

\$90,868 to \$99,582 p.a.

(Based on a full-time, annual arrangement which does not include employer superannuation contributions of up to 12.75% and annual leave loading)



Closing date

Monday, 17 August 2026



Division

Housing and Homelessness Services



Location

Cairns



Working relationships

Reports to: Area Manager
Direct reports: 0



Contact

Name: Kim McAlonan
Em: kim.mcalonan@hpw.qld.gov.au

What you can expect in this role

Your role within **Housing and Homelessness Services** will support the department to deliver housing and homelessness services through Housing Service Centres. The work you will do helps someone every day, and that means the world to us.

Frontline Services, Housing and Homelessness Services provides a range of services, products and referrals to offer housing solutions for diverse customer groups.

You will provide effective and high quality financial, human resources and business support to the Housing Service Centre.

What you will be doing:

- Develop, implement, and maintain effective administrative systems, including those relating to the management of assets, facilities, finance, human resources, reporting and business processes.
- Ensure timely and accurate responses to information requests and demonstrating compliance with policies, procedures, and audit requirements.
- Provide high quality advice and support to the Area Manager on the management of assets, facilities, financial and human resource management, reporting and business systems.
- Provide support, advice, and training in administrative activities to staff undertaking general administrative tasks as required.
- Liaise, consult, and maintain effective relationships with team members, internal and external customers and other stakeholders.
- Contributing to the continuous improvement of administrative support services to deliver a timely and quality service.
- Support and help maintain a workplace safety culture by ensuring that all policies and practices concerning Workplace Health and Safety are applied and a part of day-to-day operations.

What we are looking for

We are looking to find the person best suited for the role and will be considering your knowledge, skills, experience, potential for development and future contribution to the department as well as your personal qualities and how they contribute to our department's equity and diversity objectives which aim to build a workforce that reflects the Queensland community.

It is recognised that everyone is a leader regardless of classification level. Refer to the Individual Contributor stream of the [Leadership competencies for Queensland](#) framework to understand the expectations for this role.

The skills you will need include being able to:

- Demonstrate flexibility to changing expectations by proactively adapting own approach to reflect new requirements.
- Actively work to understand customers and stakeholders and engage in a professional and respectful manner to build productive relationships.
- Demonstrate clear and concise written and verbal communication and work collaboratively with others in a team environment.
- Demonstrate strong skills, knowledge and expertise in the areas of administration and business support practices, including human resource and financial management.
- Model professional, ethical, and culturally sensitive behaviour and consistently apply those standards to yourself and others.

Mandatory Requirement

Nil

How to apply

Find out more about what we offer our employees and the recruitment and selection process, including pre-employment checks, in the Applicant Guide.

You can apply for this role by providing your current resume and a two-page cover letter outlining your skills and experience relevant to the role via the Smart jobs and careers website

www.smartjobs.qld.gov.au.

About us

As a valued employee in the Department of Housing and Public Works, you will play a vital role in delivering a range of services that make a real difference to the lives of Queenslanders. This includes supporting the Queensland Government's vision for a fair and sustainable housing system and supporting Queensland's construction sector in building government infrastructure projects in the lead-up to Brisbane 2032, and empowering young Queenslanders for a bright future.

Your role will support the department's work providing housing assistance, homelessness support services, elevating youth perspectives, boosting the night economy, managing critical procurement and supply arrangements, public works building and design, and industry regulatory reform.

You will join an organisation that is focussed on reframing the department's relationship with Aboriginal and Torres Strait Islander peoples, communities, and organisations through delivering real change and real outcomes through a genuine partnership approach, Closing the Gap and building our cultural capability.

We are committed to an organisational culture that promotes human rights where people feel safe, respected, valued and engaged. We encourage applicants from all gender identities, ethnicities, ages, languages, sexual orientations and people with disability to progress our diversity commitments that aim to ensure our workforce reflects the views, experiences and backgrounds of the people of Queensland.

Learn more about who we are, what we do and the opportunities we offer by visiting our website www.housing.qld.gov.au.

Further information

- Applications will remain current for a period of up to 12 months after the closing date of the vacancy and may be considered for other identical or similar vacancies which may be available.
- We strongly encourage applicants from all life experiences and backgrounds to apply. Please let the contact person know of any adjustments that will support you during the recruitment process, such as interpreting services, physical requirements, and/or assistive technologies.

