

Administration Officer

North Queensland, Cairns

Guardianship

The Administration Officer undertakes administrative duties to support the Guardianship program including the delivery of human resource support, financial, information technology services, case management data input and asset management functions.

Your key responsibilities

- Maintain office database systems including the data entry of client related information onto the system.
- Maintain electronic filing system
- Provide administrative support using Microsoft Word, eDocs, Excel, Outlook and PowerPoint.
- Organise meetings and travel as required.
- Prepare various forms and documents relating to travel, purchasing, personnel and finance related matters.
- Actively participate in the review and continual improvement of service standards to both internal and external customers.
- General office duties including managing Outlook email inboxes, photocopying, mail, minute taking for meetings and assisting with collating information for right to information requests.
- Liaise with and maintain positive relationships with internal and external stakeholders.

Job advertisement reference

QLD/703129/26

Role type

Fixed-term temporary for three months, with the possibility of extension

Flexible full-time

Classification

A03

Salary

\$77,354 - \$85,833 per annum
Plus leave loading and 12.75% employer superannuation contribution

Location

Cairns

Contact

Robyn Hinkley, Administration Officer
(Townsville)

P: (07) 4417 8124

Closing date

Friday, 16th October 2026

Our workplace

The Office of the Public Guardian (OPG) is an independent statutory office established to protect the rights and interests of adults with impaired decision-making capacity, and children and young people in the child protection system and other visitable sites.

Join us as we protect, support, advocate, educate and empower, to build a Queensland where our most vulnerable community members can live with dignity.

Technical skills, abilities, and cultural capability

- Completes workload within established timeframes and adjusts priorities quickly as circumstances dictate.
- Builds long-term professional partnerships with a range of stakeholders from other cultures as well as First Nations people.
- Contributes to workplace equity, diversity, respect and inclusion that enriches our culture of respect and inclusion.
- Basic skills in computer applications including the use of database or record management systems.
- Writes concise, logical and grammatically correct records and documents including the taking of meeting minutes and financial documents.

Leadership stream — we lead ourselves or we lead others

We are all leaders in the Queensland public sector, across all roles and classification levels. We apply the Leadership Competencies for Queensland (LCQ) framework to outline the expected behaviours and competencies in the workplace for all roles. This role has been identified as an Individual Contributor.

Working relationships

This role interacts with internal stakeholders across the entire department and external government entities.

Reports to: Regional Manager, Guardianship

Direct reports: Not applicable

Collaborates with: Other Guardianship Teams, OPG Investigations Team, OPG Community Visitor & Advocacy Team, OPG People & Engagement Team, OPG Information & Support Service Team, OPG Corporate Administration Team, OPG Financial Services Team.

The team and the branch

The Guardianship team operates and makes decisions on behalf of clients within a structured decision-making framework. When making decisions, a guardian will consider a range of different information including the client's views, views of family members and other interested parties, and any relevant medical and service provider reports and opinions. In making decisions, guardians are required to follow the OPG Structured Decision-Making Framework and OPG *Human Rights Act 2019* Decision-Making Framework as well as apply the General Principles as outline in s11B of the *Guardianship and Administration Act 2000*. Guardians also provide advocacy on behalf of clients to ensure that their rights are protected, and voices are elevated and considered in matters that impact on their lives.

Qualifications and conditions

Experience: Proven ability to deliver high-quality administrative support, including HR coordination, financial administration, IT support, case management data entry, and asset management, contributing to the effective delivery of Guardianship services.

Qualifications: Possession of a C class driver's licence is a mandatory requirement for this role, as travel is required to attend meetings and arrange car servicing in a range of locations that are often not accessible by alternative means.

Pre-employment Checks: Appointment is subject to a criminal history check and compliance with standard public sector disciplinary history declarations.

Identified role

This position is not designated as an identified role.

Suitability for employment

The following suitability for employment checks are required for this role:

- Serious disciplinary action check (former or current Queensland public sector employees only)
- Criminal history check

Additional information

Here is some additional information about the role. Review the **Applicant Information Package** for more information.

Physical demands and nature of work

This role is administration-based and requires:

- prolonged sitting and high computer usage
- limited standing, twisting, bending (at the waist)
- carrying of laptop if alternating between home and office
- high level of contact with other OPG employees via face-to-face, phone and email.

Exposure to trauma and/or vicarious trauma

In this role you may be exposed to traumatic material by investigating, witnessing, or being exposed to traumatic events. This may include reading, hearing, or seeing accounts, photos, videos and other material related to traumatic events. The material may be unexpected, confronting, explicit, distressing, and/or offensive.

We have a range of physical and psychosocial safety controls in place for our workplaces, including strategies to manage the risk of workers being exposed to traumatic events, material and/or vicarious trauma. We also support employees who are impacted by their work.

You should consider the above information and your personal resilience and coping strategies to sustain working in environments that may expose you to traumatic events and/or material.

Please consider this carefully before applying for this role.

How to apply

Apply via [Smart Jobs](#) and submit:

- Your resume (2 - 2 pages recommended).
- A one-page cover letter or statement outlining your experience in relation to the key responsibilities.

Valuing equity and diversity

We know that embedding diverse perspectives enriches our work, helping us to meet the needs of all Queenslanders.

We encourage applications from people of all backgrounds, including Aboriginal and Torres Strait Islander peoples, individuals with disability, culturally and linguistically diverse communities, LGBTQIA+ individuals, veterans, and people of all ages.

We encourage you to share how your unique experiences, perspectives, and contributions would support our inclusive and respectful workplace.

Remember to let us know if we can help you participate in the recruitment process. Our selection decisions are not influenced by whether an applicant needs assistance or a subsequent workplace adjustment. Email us for a confidential chat at PE@publicguardian.qld.gov.au