



# Administration Officer (A03)

**Duration** Temporary-flexible, full-time      **Fortnightly salary** [\$2,323.00 to \$2,621.80]      **Total annual remuneration** [\$60,605.41 to \$68,400.89]

**Location** Brisbane CBD      **Contact** Sharon Young, Manager, Brisbane Complaint Team  
Phone: 07 3021 9105

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## Your opportunity

You have the opportunity to join the Queensland's leading human rights agency in a position of trust where you will contribute building a culture of human rights in Queensland.

## Queensland Human Rights Commission

Originally established as the Anti-Discrimination Commission Queensland in 1996, we transitioned to the Queensland Human Rights Commission (QHRC) in 2019 with the introduction of the *Human Rights Act 2019*. QHRC is an independent statutory body with functions under the *Anti-Discrimination Act 1991* and *Human Rights Act 2019*. Our services are delivered through four office locations in Brisbane, Rockhampton, Townsville and Cairns.

QHRC's functions include dealing with human rights and discrimination complaints, promoting an understanding and acceptance of human rights, providing education and information on rights and responsibilities under anti-discrimination and human rights law.

Staff of the QHRC are expected to uphold and model the values of fairness, personal integrity and impartiality, a commitment to human rights, inclusion and diversity and respect for the law.

**Our vision:** A Queensland where human rights are real for everyone.

**Our purpose:** To protect and promote freedom, respect, equality and dignity.

## Your contribution

This role reports directly to the Director, Complaint Management and offers administrative support to operational teams within the Brisbane office.

You will

- Perform administrative tasks in complaint management as directed.
- Electronic records and information management activities using the Commission's databases.
- Preparing and input of appropriate documentation for processing financial records using the SAP finance system.
- Telephone and face-to-face reception duties.
- Other duties as directed.

## What we are looking for

Appointments in the public sector are merit-based and will be assessed by looking at what you have done previously—the knowledge, skills and experience you have built, your potential for development, and your personal qualities. Within the context of the role described above, the ideal applicant will be someone who can demonstrate the following key attributes:

For this role, we will consider how well you:

1. **Support Strategic Direction:** Ability to follow direction provided by your supervisor, understand the work environment and demonstrate an awareness of issues that may impact on designated work tasks.
2. **Achieve Results:** Ability to perform a variety of administrative tasks with close attention to detail, and learn and adapt to a range of electronic databases, in a high pressure work environment.
3. **Support Productive Working Relationships:** Ability to build and maintain effective working relationships with team members and staff achieve results.
4. **Display Personal Drive and Integrity:** Ability to take personal responsibility for accurate completion of work and seek assistance when required. Remain positive and respond to pressure in a calm manner.
5. **Communicate with Influence: Ability to** communicate clearly and respectfully, both written and oral, including with supervisors, colleagues and diverse clients.

These attributes are based on the [Queensland Public Service Capability and Leadership Framework](#) and have been tailored for this agency.

There are no mandatory qualifications for this role.

## Conditions and benefits of the role

The Queensland Government recently ranked in the top 10 most attractive employers in Australia for 2017.

Your employment experience with Queensland Human Rights Commission will include work-life balance with flexible working options, competitive salary and benefits (including up to 12.75 per cent superannuation contributions by your employer), generous leave entitlements and the chance to make a difference to the people and communities of Queensland.

Queensland Human Rights Commission supports work-life balance. Flexible working options include part-time work, flexible start times and telecommuting. Applicants seeking flexible work options are encouraged to apply.

Your home base will be 53 Albert Street, Brisbane

Your employment conditions are set out in the [Public Service Act 2008](#), [Queensland Public Service Officers and Other Employees Award – State 2015](#), and [State Government Entities Certified Agreement 2015](#).

## Interested in applying?

People from diverse backgrounds including non-English speaking backgrounds, people with disability, women, Aboriginal people and Torres Strait Islander people are encouraged to apply.

To enable us to assess your merit, your application should include:

- your current resume
- a brief letter (1 -2 page) telling us why you are interested in this role and outlining your suitability for the role by addressing the key attributes under “what we are looking for”. Please note: your statement may be considered an example of your written communication skills.

Please send your application to:

**Sharon Young**

Manager, Brisbane Complaints and Intake  
Queensland Human Rights Commission  
e [sharon.young@qhrc.qld.gov.au](mailto:sharon.young@qhrc.qld.gov.au)  
p 07 3021 9105  
Level 20, 53 Albert Street Brisbane Q 4000  
qhrc.qld.gov.au

## Additional information

The Queensland Government is an equal opportunity employer.

Applications remain current for a twelve-month period.

The successful applicant may be required to travel within south-east Queensland and to perform some work outside normal business hours. A minimum probation period of 3 months may apply.

All employees are expected to take primary/individual responsibility for certain administrative and other tasks such as typing documents and providing data input to corporate systems.

The commission is a modern workplace which relies heavily on the efficiency provided by computer based management tools. The current operating environment is Windows 10 and Office 2016 utilizing a Citrix desktop environment and VOIP telephony system.

Any applicant recommended for appointment who is a current or previous public sector employee is required to disclose previous serious disciplinary action taken against them. If recommended for appointment the Panel Chair will contact the applicant further to discuss this requirement.

All newly appointed public service employees who have been employed as a lobbyist in the previous 2 years are required to provide a disclosure to the Director-General within 1 month of commencement in accordance with *the Disclosure of previous employment as a lobbyist* policy.

A non-smoking policy is effective in the Commission's offices and motor vehicles.