

Corporate Support Officer

Classification	AO4	Fortnightly salary	\$3,483 to \$3,817 Per fortnight
Status	Fixed-Term Temporary, Flexible Full-time	Total annual gross salary	\$90,869 to \$99,583 Per annum (Includes 17.5% leave loading and superannuation)
Location	Cairns, QLD	Contact	Esther Ward Manager Corporate Services P: 07 3212 0644 E: esther.ward@ewoq.com.au

Your opportunity

You have the opportunity to join the Energy and Water Ombudsman Queensland (EWOQ), an independent statutory authority providing a free, fair and independent service for resolving disputes between Queensland's electricity and gas suppliers, and Southeast Queensland's water suppliers, and their customers.

Our vision, values and commitment

Further information about EWOQ, our vision, commitments and values are available on the [EWOQ website](#).

Your focus

As part of the Corporate Services function, the Corporate Support Officer provides operational and administrative support across financial, procurement and facilities activities to enable the effective and efficient operation of the Office.

This role contributes to maintaining strong governance, accurate financial administration and well-functioning corporate systems, while supporting business areas and stakeholders.

Your contribution

Working under the direction of the Manager, Corporate Services (or delegate), you will:

Financial support

- Undertake routine financial processing activities including accounts payable, accounts receivable and corporate credit card administration.
- Assist with reconciliations, data entry and maintenance of financial records to ensure accuracy and completeness.
- Support budget monitoring activities through timely provision of basic financial data and reports.
- Maintain financial registers and documentation in line with policies and audit requirements
- Assist in maintaining financial systems and processes to support compliance with organisational procedures and whole-of-government requirements (as directed).

Procurement support

- Provide administrative support for procurement activities including raising purchase orders, processing documentation and maintaining records.
- Ensure procurement activities are undertaken in accordance with established policies, procedures and guidelines.
- Maintain contract and supplier registers and assist with monitoring supplier information (e.g. EFT Sure vendor processes).
- Support staff with procurement processes and escalate issues where required.

Facilities and asset support

- Assist with coordination of facilities and asset management activities, including maintenance requests, asset registers and equipment tracking.
- Support the administration of accommodation and workplace requirements to ensure a safe and functional environment.
- Maintain records relating to leases, assets and facilities documentation.

Governance and administrative systems

- Maintain corporate registers (e.g. contractors and consultants, gifts and benefits, cab charge) ensuring accuracy and timeliness.
- Contribute to the development, review and maintenance of procedures, work instructions and administrative systems.
- Assist with audit preparation and provision of documentation as required.

Stakeholder support and service delivery

- Build and maintain effective working relationships with internal stakeholders and service providers.
- Provide responsive, client-focused support, advice and information on routine corporate services matters.
- Support business improvement initiatives by identifying opportunities to streamline processes and enhance service delivery.

What we are looking for

The Energy and Water Ombudsman Queensland uses the [Leadership competencies for Queensland](#) to underpin talent management and this should be used to identify your merit requirements.

Appointments in the public sector are based on your ability to perform the requirements of the position by looking at what you have done previously—the knowledge, skills and experience you have built, your potential for development, and your personal qualities.

For this role, we will consider your:

Vision – Leads strategically; stimulates ideas and innovation; leads change in complex environments; makes insightful decisions.

Results – Builds enduring relationships; inspires others; drives accountability and outcomes.

Accountability – Fosters healthy and inclusive workplaces; pursues continuous growth; demonstrates sound governance and commits to personal development

Mandatory requirements

There are no mandatory qualifications for this role. EWOQ has a strong community engagement focus that provides an opportunity for our team members to attend community events within and outside working hours. Intrastate and interstate travel may also be required.

About the recruitment process

Please provide the following information for the panel to assess your suitability:

- A two-page response to the points listed above under 'Your focus and contribution' section.
- A **current resume** of no more than three pages.
- Two referees (one of whom should be your current supervisor) from the last two years, with a thorough knowledge of your work performance and conduct.
- Applications remain current for 12 months and may be used to recruit to recurring and similar vacancies.
- For permanent public service officer roles, a probationary period of three months applies to external appointees.
- Applications from recruitment agencies will not be accepted.
- Criminal history and due diligence checks may be undertaken on preferred applicant. If we receive information that may exclude you from further consideration, you will be given an opportunity to respond and your response will be taken into account in the evaluation process.

If you need any additional support or adjustments during the recruitment process to help you demonstrate your ability to meet the inherent requirements of the role, please contact Esther Ward, Manager Corporate Services, 07 3212 0644 email: esther.ward@ewoq.com.au.

Applicant responsibilities

- Applicants are encouraged to read our [Careers at EWOQ](#), which provides information about Working for EWOQ, including how to apply for this position, application requirements, conditions and benefits, our employment screening process and your responsibility to declare as a lobbyist, previous serious disciplinary action and our appointment process.
- All recommended applicants will be required to disclose any serious disciplinary action taken against them in public sector employment.
- Within one month of commencing employment, the successful applicant is required to disclose any employment as a lobbyist in the preceding two years.
- New team members must apply to the Energy and Water Ombudsman in writing as soon as possible after commencing employment if they wish to engage in secondary employment or volunteer work outside EWOQ.