

Position Description



Position Title	CEO Executive Administration Lead
Position No	00090067
Delegation Level	005
Job Designation	Executive Officer
Organisational Unit	Queensland Rail
Work Centre	Brisbane
Position Type	Permanent
Rail Safety Worker	No
Medical Fitness Standard	Refer to relevant business instructions.
Performance Plan Type	Lead Others
Shiftworker	No
Classification (Range)	AS7 .1 - AS7 .4
Pay Scale Type	ASPT
Reports to Position	CEO

QUEENSLAND RAIL VALUES:

- 1 Queensland Rail - We do better together
- Treat others with respect - We appreciate everyone's contributions and differences
- Empower our people - We have confidence in our people
- Act Safely - We work safe, to go home safe
- Make a positive difference - We learn from today, to improve tomorrow

Position Purpose

The CEO Executive Administration Lead ensures consistent, high-quality administrative services for the CEO and Executive Leadership Team (ELT). This role directly supports the CEO and the CEO Office, sets and embeds administration excellence standards, and provides leadership, coordination, and capability development to the broader Executive Personal Assistant cohort via a dotted-line relationship. The role drives consistency, resilience, and continuous improvement in executive support, ensuring exceptional service, confidentiality, and operational efficiency across the organisation.

The scope of the role is for direct leadership of administrative roles within the CEO Office, and dotted line leadership for any Executive Personal Assistant who supports a member of the Executive Leadership Team, and the GSM Brand, Reputation and Corporate Affairs.

Position Responsibilities

1. Provide proactive, high-calibre administrative support to the CEO, including complex calendar management, briefing coordination, Board and ELT meeting preparation, and stakeholder liaison.
2. Oversee the smooth operation of the CEO Office, ensuring protocols, workflows, and information management uphold discretion, compliance, and responsiveness.
3. Lead, train, coach, and mentor the Executive Personal Assistant cohort through structured and regular 1:1s and regular cohort forums, providing guidance on priorities, alignment, service standards, and problem solving.
4. Design, implement, and continuously improve organisation-wide administration standards, templates, and service level expectations to deliver consistent, high-quality support.
5. Provide input to performance and development objectives and reviews



- for cohort members (in partnership with Executive Leaders).
6. Develop and maintain succession pipelines across the cohort, including readiness assessments and targeted development actions for critical roles.
 7. Own and maintain risk and policy documents relevant to executive administration including information handling, delegation protocols, travel and events, ensuring periodic assurance checks and remediation of any gaps in processes, controls, and training.
 8. Manage and coordinate leave arrangements across the Executive Personal Assistant cohort to ensure seamless coverage and continuity of service.
 9. Implement feedback loops and service metrics, reporting trends and actions to the CEO and ELT.
 10. Identify and execute opportunities to streamline processes, leading small-scale projects to uplift cohort efficiency and resilience including the automation of routine tasks and template consolidation.

Additional Factors

The appointee will be required to :-

- Comply with Queensland Rail's Code of Conduct;
- Observe all legal and safety obligations of the organisation;

What is the key selection criteria

1. Extensive business and administrative knowledge including the legal and regulatory environments and issues associated with complex administrative requirements.
2. High level of leadership and team management skills to support a small team.
3. High level of interpersonal and communication skills to:
 - Negotiate practical, commercially focused and sustainable outcomes that assist in the achievement of strategic business objectives.
 - Lead, coach and mentor staff.
 - Foster the development of sustainable business relationships.
 - Clearly communicate key business messages that balance corporate obligations with strategic business objectives.
4. High level of conceptual, analytical and problem-solving skills, particularly in relation to the identification and evaluation of complex business, financial, commercial, strategic and risk management advice to key senior decision makers.
5. Substantial level of skill in governance, risk and compliance systems to support/maintain compliance requirements.
6. Substantial level project management and research skills in relation to complex and integrated administration, change management, information and business systems and strategies.
7. Knowledge of and willingness to commit to and work within Queensland Rail's Values and Behaviours.

Pre-employment Checks:

Not Applicable

Health, Safety and Environment Responsibilities

Comply with the overarching document called Health, Safety and Environment Responsibilities MD-11-6843 located in the Safety and Environment Management System.

Position Description



Personal Protective Equipment needs:

Refer to relevant business instructions.

Safety Publications

Refer to relevant business instructions.

Please Note:

Queensland Rail has a random alcohol and other drug testing program.
Testing can occur anywhere, at any time, on any day.