

Position Description



Position Title	Business Support Officer
Position No	00074547
Delegation Level	005
Job Designation	Business Support Officer (2026)
Organisational Unit	Regional Operations
Work Centre	Brisbane
Position Type	Permanent
Rail Safety Worker	No
Medical Fitness Standard	Refer to relevant business instructions.
Performance Plan Type	Team Leader
Shiftworker	No
Classification (Range)	AS5 .1 - AS5 .4
Pay Scale Type	ASPT
Reports to Position	EGM Regional Operations

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

To efficiently assist in managing the administrative workflow of the Function, monitoring the effectiveness and ensuring continual process improvement. Coordinate and report the status of assigned projects and programs within the agreed timeframes and standards.

Position Responsibilities

1. Coordinate the various aspects of administration support and administration staff within the Group, including staff inductions, coordinating safety interactions, document control, the purchasing of equipment and office supplies in addition to ensuring effective and efficient administration support.
2. Coordinate (where reporting lines apply) a small team of Administration Officers, ensuring that the work assignment process is balanced, and provides sufficient development and coaching opportunities at each classification level.
3. Coordinate and report the status of assigned projects and programs within the agreed timeframes and standards as well as providing the Group's official point of contact for providing information and updates on major projects.
4. Provide business process design/redesign as well as communication strategies and change management plans and advice.
5. Produce complex and detailed documentation in support of assigned work and facilitate high level meetings to gather information, inform intentions, influence and affect outcomes.
6. Provide direct support to the relevant leader especially in the areas of specialist technical advice, business and project planning as well as administrative assistance as required.
7. Provide any other assistance as directed.



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. High level of skill in managing and coaching a small number of administration staff, including the assignment of work duties.
2. High level influencing problem solving, oral and written communication, consulting and presentation skills.
3. Substantial level of skill in managing projects and assigned administration/project staff to achieve desired outcomes.
4. Substantial level of skill in managing change and in business process design associated with major projects in a workplace undergoing significant organisation change.
5. Substantial knowledge of project management methodology and processes.
6. Substantial level of skill in contributing to business case development by defining the case for change and providing people and organisational change requirements.
7. Substantial level of research skills including compiling and analysing data and presenting findings in the context of organisational change management.
8. 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.

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.