

Position Description

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| Position Title: | Business and Executive Support Co-ordinator |
| Position Type and Hours: | SCHADS Level 4 Full Time |
| Position Reports to: | Chief Operating Officer |
| Direct Reports: | N/A |

ABOUT Q SHELTER

Q Shelter is Queensland's peak housing and homelessness organisation with a vision that every Queenslanders has a home. We lead on solutions to unmet housing needs and homelessness.

Incorporated in 1993, Q Shelter is a member-based incorporated association overseen by a Management Committee. We are engaged at all levels of Government, with the private sector, community services sector, and broader community, to achieve real solutions. We have numerous standing engagement activities to involve stakeholders in defining housing and homelessness policy solutions. Our framework for policy development includes a synthesis of evidence, experience and sector engagement. The organisation is currently structured to deliver on the following three streams of business activity to achieve its stated objectives:

- system capacity and capability
- policy and advocacy
- investing in its own resources and systems, as a base to improve its services to the Sector.

Q Shelter is committed to creating a diverse and inclusive work environment and is proud to be an equal opportunity

Employer, where employment is offered without regard to race, religion, gender identity, sexual orientation, disability or age. Q Shelter has an Innovate Reconciliation Action Plan to guide and strengthen our approach to inclusion of First Nations' Peoples. We have a standing Diversity, Equity and Inclusion Group to guide internal improvements.

ROLE SUMMARY

The Business and Executive Support Co-ordinator plays a critical role in ensuring the smooth and efficient operation of the organisation's office and administration functions. Reporting to the Chief Operating Officer, this position coordinates day-to-day administrative operations and provides executive support to the Leadership Team, as well as general business support to the broader Q Shelter team.

This role ensures a professional, welcoming office environment, supports the organisation's administrative functions and staff, and maintains key organisational systems.

IMPORTANT QUALITIES

- Organised and detail-oriented with the ability to manage multiple tasks and deadlines efficiently.

- Strong communicator demonstrating clear and professional communication with internal and external stakeholders.
- Genuine team player with a proven track record of working collaboratively with internal and external stakeholders.
- Process-minded with the ability to review, improve, and implement office procedures and policies.
- Problem-solver, whilst being proactive in resolving administrative and facilities issues.
- Reliable and trustworthy with confidential information, especially HR and finance-related data.
- People-focused, demonstrating a friendly and professional manner in dealing with staff, contractors, and visitors.
- Comfortable with common office systems and liaising with IT providers.

ROLES AND RESPONSIBILITIES

Office Administration and Co-ordination

- Coordinate daily organisational administrative functions.
- Ensure reception is always welcoming and professional by greeting visitors and handling incoming calls and emails within office hours.
- Order and manage office supplies, including stationery and equipment.
- Arrange office maintenance and liaise with external contractors.
- Coordinate meetings, including room bookings, catering, room setup, and diary management.
- Assist with travel and accommodation bookings according to organisational guidelines.
- Assist with the review, development, and updating of processes and procedures.
- Drafting, editing and formatting reports, agendas, minutes and presentations when required.
- Assisting with company communications, such as drafting social media posts, or a desire to develop this skill.

Executive Support to the Leadership Team

- Manage calendars, meetings, travel, and day-to-day scheduling.
- Handle emails, phone calls, and basic communication.
- Prepare meeting materials, take notes, and track follow-ups.
- Provides general administrative support as and when required.

Shared Services Support

- Support compliance with workplace health and safety requirements and reporting, including incident identification and reporting, and coordinate and facilitate regular WHS meetings.
- Provide HR administration support, including assisting with onboarding and induction of staff, workstation setup, supporting policies and procedures updates and tracking staff training.
- Financial administration support, including processing receipts, claims and expenditure using organisational systems, and providing general financial administrative support as and when required.
- Provide basic IT support to staff, such as ordering and setting up equipment and liaising with the external IT provider to resolve issues.

General

- Assist with administrative support across the business, including assisting with event organisation, staff surveys, and professional development activities.
- General troubleshooting, researching problems and suggesting solutions.
- Assist with one-off projects such as grant applications and acquittals.
- Participating in and assisting in organising events, activities, and meetings both internally and externally.
- Assist with other administrative tasks as and when required.

KEY STAKEHOLDER RELATIONSHIPS

- The Department of Housing and other funding bodies
- Housing and homelessness organisations operating in Queensland
- Q Shelter members, potential members and other sector stakeholders
- People with lived experience of housing need and homelessness
- Suppliers and contractors
- Q Shelter team
- Q Shelter Management Committee
- Residents and tenants of the Wickham Terrace precinct
- Brisbane City Council

KEY JOB REQUIREMENTS

Qualifications

- Business Administration (or equivalent) Certificate Level qualifications are desirable, but not essential.

Experience

- Demonstrated experience in office administration, business support functions and executive support.
- Strong organisational and multitasking skills.
- Proficient with Microsoft Office suite and general IT systems.
- Experience with financial and HR administration tasks is desirable.
- Experience supporting the development or review of organisational processes and policies.
- Knowledge of WHS requirements in an office setting.
- Experience in a not-for-profit or community organisation is desirable.

Role requirements

- Valid driver's licence.
- Valid Australian working rights.

KEY SELECTION CRITERIA

Experience in Business Support Co-ordination

- Demonstrated ability to coordinate day-to-day office operations and administrative support functions across an organisation
- Demonstrated experience providing high-quality executive support to senior staff.

Strong Interpersonal and Communication Skills

- Ability to communicate effectively with a wide range of stakeholders and maintain a professional and welcoming office environment.

Administrative and Organisational Skills

- Proven ability to manage administrative tasks and competing priorities, in maintaining accurate records, and ensuring tasks are completed on time whilst supporting the business across all functions.

Process Improvement and Policy Review

- Demonstrated experience in reviewing and updating office processes and contributing to the development or improvement of organisational policies and procedures.

IT Literacy and Systems Coordination

- Proficiency in Microsoft Office products and confidence in basic IT troubleshooting and experience liaising with IT providers to manage equipment and support services.

Financial and HR Administration

- Understanding of basic financial processes and HR support functions, including expense processing and onboarding documentation.

Approved
By:

CEO

Date:

08 January 2026

