

Front of House Officer

POSITION DETAILS

Department / Team: Corporate - Facilities	Reports to (title): Facilities Supervisor
# Direct Reports: Nil	# Indirect Reports: Nil
Location: Brisbane	Salary Banding: AO4

THE CROSS RIVER RAIL PROJECT

Cross River Rail will transform the way we travel to, from and through Brisbane in the future. It is a catalyst for wider rail transformation underway across the South East Queensland and it is already playing a key role in how we prepare for the 2032 Olympic and Paralympic Games.

Cross River Rail is a new 10.2km rail line including 5.9km of twin tunnels running under the Brisbane River and CBD, with four new underground stations at Boggo Road, Woolloongabba, Albert Street and Roma Street. The Cross River Rail Delivery Authority is also tasked with multiple supporting projects and activities, including accessibility rebuilds for eight surface stations, construction of three new stations on the Gold Coast, upgrades for stabling yards, track works and surface rail enhancements, and the introduction of a new world-class digital train signalling system.

Further Information: www.crossrивerrail.qld.gov.au

OUR VALUES & BEHAVIOURS



WE COLLABORATE

- We treat each other with respect and speak up when this doesn't happen.
- We share information to help everyone be successful.
- We have honest conversations, no agendas or surprise.
- We are curios, asking questions to understand.
- We work through issues together and help each other



WE INNOVATE

- We are inclusive, listening to and encouraging differing views.
- We challenge and push the boundaries.
- We apply and share our knowledge to do better.
- We seize our opportunity to set new standards and benchmarks



WE DELIVER

- We act safely at all times.
- We do what we say we will do and when we will do it.
- We understand our individual role and how it fits into the project's success.
- We take responsibility for our work and speak up when we need help.
- We are committed to continuous development and take every opportunity to review, learn and improve the way in which we are delivering the project

ROLE OVERVIEW

The purpose of the position is to provide a front of house / initial point of contact support to the Delivery Authority and support the Manager, Office and Facilities and Facilities function in an administrative capacity.

KEY RESPONSIBILITIES

The key responsibilities to successfully perform the role of Front of House Officer are as follows:

- Provide front of house duties/initial point of contact for the Delivery Authority, assisting with meeting rooms and guest experience for the Delivery Authority, ensuring that all client enquiries are dealt with in a professional, courteous and timely manner. This is not a traditional reception role as there is no switchboard to manage you will have a broad scope of work across the organisation and interactions with many stakeholders.
- Undertake continuous improvement activities, including the co-ordination of meeting rooms, and the regular review and update of processes and procedures to ensure effective and efficient administration practices and quality service delivery.
- Work as part of a team, negotiate and liaise with staff with meeting rooms set up and bookings. Liaise with the Delivery Authority Information Technology team to ensure room requirements are met and troubleshoot any issues.
- Financial administration including creation of purchase approvals within TRIM, issuing Cabcharges and maintaining the Cabcharge register.
- Coordinate the new starter process and first day experience for new team members.
- Ensure offices are in order and well equipped with daily consumables, respond to facilities issues reported by staff, and organise general building maintenance.
- Maintain registers and extract reports to monitor, analyse and act where required to ensure accurate and consistent data. Identify trends and take appropriate action in order correct and resolve.
- Provide administrative support for the Corporate Service or Executive areas where directed.

KEY COMPETENCIES

The successful candidate will be able to demonstrate the following key competencies:

- Apply problem solving, analytical skills and administrative skills, in support of processes and procedures, and to identify issues that may impact on tasks.
- Demonstrated high-level interpersonal skills, the ability to communicate effectively at all levels, and be able to build strong relationships with internal and external stakeholders.
- Demonstrated ability to work as a key member of a team and to manage conflicting priorities to deliver outputs and outcomes ideally within a fast-paced project environment with tight deadlines.
- Demonstrated high attention to detail, ensuring work presented is of the highest possible standard.
- Intermediate Microsoft Office suite skills, including Outlook, Excel, PowerPoint and Word are required for this role.
- Your ability and willingness to help, proactive problem-solving skills, passion for people, and ability to maintain composure in a fast-paced and changeable environment will be key for success in this role.

