



Business and Technical Support Position Description

This position description may be redesigned in accordance with HQPlantations Position Management HR Standard

Position Information

Position Title	Business and Technical Support		
Position Number	1302		
Position Type	Temporary		
Classification	Enterprise Agreement	Grade	n/a
	<i>Business Group</i>	Forest Operations	
Structural Details	<i>Section</i>	Inland and North Qld Region	
	<i>Unit</i>	North Queensland	
Location	Ingham		
Reports to	North Queensland Manager		
Direct Reports	Nil		
Version	1.0 as at 26 May 2025		

Position Key Goals

- To provide business support to the district office and technical support to district work units; and
- To support the achievement of HQPlantations strategic goals (Vision 2021).

Position Responsibilities

Behaviour & Values

- Ensuring your behaviour and decision making is aligned to HQPlantations values (i.e. Commitment, Drive, Integrity, Respect, and Adaptability) and Code of Business Conduct;
- Ensuring your behaviour and work practices demonstrate commitment to the health and safety of yourself and others; Demonstrating readiness and commitment to participating in HQPlantations fire management activities.

Business Support

- Perform customer services tasks such as answering incoming phone calls and handing general inquires, greeting visitors and ensuring they receive a safety induction. Liasing professionally with customers, neighbours, Local Authorities and Government agencies.
- Manage incoming and outgoing correspondence by monitoring accounts emails inboxes and collecting mail from the post office. Directing queries to the appropriate person and responding promptly and accurately.
- Perform administrative duties such as maintaining stock records and ordering of supplies for office and depot, meeting and event organisation, recordkeeping, minute taking and document preparation.
- Perform accounts tasks such as processing of invoices, raising and receipting purchase orders for materials, equipment and services and answering financial queries.
- Work with the District Manager to ensure fleet and facility needs are met. Tasks include general housekeeping duties such as organising the cleaning of office and groundskeeping of depot, managing rental properties and assisting with vehicle maintenance schedules.
- Provide assistance to the District Manager to ensure planning, schedules, approvals and deadlines are met.
- Provide IT support and act as first point of call for HQP IT Services team regarding issues and upgrades.
- Liase with Regional Business Support Officer regarding financial business requirements and provide support when required.

Health & Safety

- Carry out all work in accordance with HQPlantations health and safety policy and standards as detailed in the Health & Safety Management System.
- Maintain the office Health and Safety information board by keeping up with the latest health and safety matters that affects staff and contractors.
- Schedule and assist with testing and inspections of assets and recordkeeping to ensure district safety targets are met.
- Ensure remote worker safety by monitoring team members in field using satellite based real time location information.

Fire Management

- Provide proactive support to HQPlantations fire management efforts by participating in the annual fire management program including wildfire responses and prescribed burns, according to training accreditation.
- Provide support to staff and contractors in all aspects of fire management.

Teamwork

- Take proactive steps to support others in the achievement of their goals and seek out opportunities to improve individual, team and company performance.
- Develop professional relationships with all HQPlantations teams to ensure a safe and co-operative workplace.

Position Capability Requirements

Attitudes & Behaviours

- Strong alignment to HQPlantations values of Commitment, Drive, Integrity, Respect, and Adaptability
- Behaviours are at all times in accordance with HQPlantations Code of Business Conduct.

Knowledge & Skills

- Previous administration, bookkeeping and record keeping experience;
- Strong attention to detail and accuracy;
- Good communication and customer service skills;
- Comfortable working independently and managing multiple tasks;
- A professional attitude and ability to adhere to strict confidentiality and privacy requirements.
- Computer literate with experience working with Microsoft Office suite (Word, Excel, PowerPoint and Outlook). Knowledge of or the ability to acquire knowledge of specialists ITC programs such as TechnologyOne and Geocortex.

Education & Experience

- Diploma of Business, or equivalent qualification and at least 2 years' experience in business administration.
- Unrestricted "C" class drivers licence.