



Operations Support Officer

Position Description

Friday 6 March 2026

QSAN Secretariat
118 Charles Street, Aitkenvale, Townsville Qld 4814
Telephone: 0482 061 726
Email: secretariat@qsan.org.au



Position Description –Operations Support Officer

Position Title: Operations Support Officer
Terms: Permanent full-time (Brisbane based)
Pay Award and Classification: SCHADS Award Level 5
Reporting to: Chief Operating Officer (COO)

ABOUT QSAN

The Queensland Sexual Assault Network (QSAN) is the peak body for specialist sexual violence support and prevention services in Queensland. QSAN membership includes services for women and specialist services for Aboriginal and Torres Strait Islander victim-survivors, culturally and linguistically diverse women, people with intellectual disability, young women, trans, and gender diverse young people, men and children and our members are located throughout Queensland, including in rural and regional locations.

QSAN services are funded to provide specialist sexual assault counselling, support, and prevention programs in Queensland. QSAN is committed to working towards ensuring all Queenslanders who experience sexual violence recently or historically, regardless of age, gender, sexual orientation, cultural background receive a high-quality response in line with best practice, client-centred principles.

The work of QSAN and analysis of sexual violence is from a feminist perspective and addressed within a trauma-informed specialist framework.

As a peak body, QSAN is required to:

- Undertake systemic advocacy on issues relating to the prevention of sexual violence and the provision of specialist advice to inform the development of Queensland Government's policy, program and legislative reform processes.
- Strengthen service system capacity and capability building including to identify and address common workforce, industrial, workplace health and safety issues
- Improve information sharing between government and the sector, supporting sector leadership development, and providing or promoting practice forums and workforce development and training events that provide opportunities to share knowledge and resources.
- Improve statewide co-ordination and integration of government and non-government services in responding to sexual violence in Queensland.
- Demonstrate leadership in increasing access, inclusion, and diversity for the sexual violence sector in the delivery of services.
- Demonstrate leadership in the development and implementation of practice standards and quality improvement.
- Assist in the development and implementation of mechanisms to collect and report on data to support ongoing performance improvement across the service system.
- Leverage and maximise outcomes for investment across the service system.

Position Summary

The Operations Support Officer reports to the Chief Operating Officer (COO).



The Operations Support Officer provides high-level administrative, coordination, and operational support to the QSAN organisation and is central to ensuring the organisation operates effectively, ethically, and in alignment with its advocacy, policy, and sector-leadership responsibilities.

The position includes organisation-wide operational support, ensuring smooth organisational operations, governance, and internal systems and includes confidential executive assistance.

The role will be based in Brisbane with a key initial responsibility to set up the QSAN office and with flexibility for some remote work as agreed.

QSAN requires its employees to demonstrate a commitment to and alignment with the QSAN mission statement and philosophy. QSAN employees are expected to:

- Utilise intersectional feminist and social justice principles in practice.
- Actively contribute to teamwork and team care.
- Utilise collaborative decision-making processes, which requires a high degree of participation, communication, and personal responsibility.
- Utilise consultative and transparent processes.
- Actively reflect on their own practice, foster trust and respect, and contribute to the ongoing improvement of QSAN service provision and processes.

In addition, QSAN employees are also expected to:

- Align personal performance to the Strategic and Operational Plans, relevant funding agreements, this position description and as directed by your line supervisor or the management team.
- Ensure compliance with all legislation, regulations, contracts and quality assurance standards applicable to the organisation.

QSAN employees are also required to comply with all QSAN policies and procedures.

Key Responsibilities

1. Executive Support

- Provide high-level administrative support to the CEO including correspondence, travel, and meeting coordination.
- Prepare agendas, minutes, briefing papers, and reports for Management Committee and executive meetings.
- Handle sensitive and confidential information with discretion and professionalism.

2. Governance & Management Committee Support

- Support Management Committee operations, including meeting logistics, documentation, and compliance requirements.
- Assist with governance processes, policies, and record-keeping.
- Coordinate follow-up actions and track key decisions.



3. Operations & Office Management

- Support day-to-day organisational operations, including office systems, records management, and internal processes.

4. Sector & Stakeholder Coordination

- Support coordination of QSAN sector meetings, forums, consultations, and events.
- Assist with communications, scheduling, and logistics involving member services and other stakeholders, as required.
- Provide administrative support to policy, advocacy, and project work as required.

5. Governance, Risk and Compliance (including property management)

- Support governance, legal, and compliance document management, ensuring adherence to funding service agreements and all relevant legislation and guidelines.
- Coordinate annual compliance training, in consultation with the COO for example First Aid and Fire Safety training.
- Organise building and resource maintenance and equipment (responsive and cyclical), WHS coordination, IT equipment, keys, and other general office maintenance in coordination with the COO.

6. Policy Support

- Support the CEO, COO and other staff in developing, reviewing and updating organisational policies and procedures.

Key Selection Criteria

- Minimum 3 years' experience in executive assistance, governance support, or operations (ideally in the not-for-profit or community sector).
- Strong organisational and time-management skills and demonstrated experience and skills in a new office set-up.
- Excellent written, verbal and interpersonal communication skills.
- High level of discretion, confidentiality, and professional judgement.
- Ability to manage competing priorities in a fast-paced environment, including administrative, and organisational planning skills and initiative applied to work responsibilities, as reflected in an ability to learn quickly, to work flexibly, and to function well autonomously, and in collaboration with the team.
- Demonstrated commitment to work within QSAN's stated aims and values, including an understanding of intersectional feminist and social justice principles as they relate to practice. High level of computer literacy, including working knowledge of standard Microsoft Office 365 suite + systems, experience in Xero advantageous.
- Excellent time management and an ability to learn quickly, to work flexibly, to show initiative and to function well autonomously, and in collaboration with the team.

Other Essential Requirements

- Current 'C' class driver's license.
- Completion of a successful National Police Check upon offer of position.



- Understanding of, or commitment to learning about, sexual violence from an intersectional feminist perspective.

Desirable

- Experience in the community sector, especially in the field of sexual violence and/or gendered violence.
- Experience in a QSAN member-based service organisation.

To Apply:

If you are interested, please send a cover letter addressing key selection criteria and essential requirements and a CV with two referees to HR@qsan.org.au

If you have any questions, please contact secretariat@qsan.org.au or phone 0493 199 950.

This role will remain open until filled. We will be shortlisting and interviewing candidates as applications are received.