Australian Government
Cancer Australia

POSITION DESCRIPTION
Business Support & Facilities Officer

About the Role

Classification	APS Level 4	**Job Reference**	CA2627-005
Branch	Corporate Operations	**Section**	HR and Corporate Services
Location	Sydney	**Employment Type**	Ongoing / non-ongoing Full-time
Reports to	Assistant Director	**Agency Information**	www.canceraustralia.gov.au
Salary	$82,909 to $87,604 p.a. (plus 15.4% employer superannuation)		
Closing Date	29 November 2026		
Eligibility Requirements	Must be an **Australian Citizen**. The successful candidate will be required to undergo pre-employment checks and may be required to obtain/maintain a Baseline security clearance (minimum requirement depending on role)		
Qualifications	No mandatory qualifications are needed, although experience in/or an interest in corporate, Information Technology (IT) and Human Resource (HR) functions within the APS environment would be highly desirable		
How to Apply	Write a one-page pitch and tell us why you are the right person for the job. We want to know why you are interested in the role, what you can bring to Cancer Australia, and how your skills, knowledge, experience and qualifications are applicable to the role. In a nutshell – why should we hire you? ***(maximum words 1000)*** Your application must include an Application Cover Form, written pitch and your resume. Please refer to the job vacancy page on our website for the template. Please submit your completed application to: recruitment@canceraustralia.gov.au		

About Cancer Australia

As the Australian Government's national cancer control agency, Cancer Australia aims to reduce the impact of all cancers and improve outcomes and experiences for all people affected by cancer.

The *Cancer Australia Act 2006* established Cancer Australia to provide leadership and vision, support to consumers and health professionals, and make recommendations to the government about cancer policy and priorities.

The agency is subject to the *Public Service Act 1999*, *Auditor General Act 1997* and is a non-corporate Commonwealth entity under the *Public Governance, Performance and Accountability Act 2013* and is part of the Health and Aged Care Portfolio.

How we operate

Cancer Australia works collaboratively across the entire cancer control system with Australians affected by cancer, health professionals, researchers, policy makers and service providers. The agency is a respected

thought leader in the sector and is uniquely positioned to provide robust, world-leading advice to the Australian Government on cancer policy priorities.

Cancer Australia works closely with Aboriginal and Torres Strait Islander people to integrate First Nations' perspectives and co-design improved cancer experiences and outcomes for Aboriginal and Torres Strait Islander people. It fulfills its statutory obligations to fund cancer research by building research capability and addressing emerging priorities for cancer research. It also lends expertise to inform international cancer control.

Cancer Australia provides evidence-based cancer information to cancer consumers, health professionals and the community.

Cancer Australia uses its position as a trusted collaborator to facilitate a unity of purpose across the sector in setting priorities for cancer control both in Australia and internationally.

The agency leverages its stakeholder relationships to cost-effectively harness the most eminent advice on any cancer issue at short notice.

Duties and Tasks

Reporting to the Assistant Director, HR & Corporate Services, the Business Support & Facilities Officer provides a range of administrative support services to the Corporate Operations Branch and the Agency as a whole.

As one of the points of contact at Cancer Australia, the Business Support & Facilities Officer plays a key role in customer service for internal customers and the coordination of key outsourced services. The Business Support & Facilities Officer is responsible for supporting the provision of reception services in the Sydney office, performing day to day office administration, IT coordination and assisting the HR & Corporate Services Team to deliver its work plan and priorities.

Key accountabilities include:

- Manage IT queries and redirect them to Chill IT when possible. Ensure coordination of ICT Management, End User Infrastructure Services, and Applications maintenance and delivery.
- Handle facilities management for both Canberra and Sydney offices, including resolving maintenance issues with building management and suppliers.
- Set up meeting rooms and coordinate facilities for meetings and seminars.
- Address queries in the Travel, Enquiries, and Corporate email inbox and assist with other Corporate Operations inboxes as needed. Escalate important and complex matters to the Assistant Director or Chief Operations Officer/CFO for action.
- Provide other office administration and support to Corporate Operations, including:
- Assist with coordination to ensure that new employees have access to phone and computer systems, key software, and swipe cards on their first day; allocate a desk and computer in their portfolio section; and set up mobile phones when required.
    - Answer all incoming calls, including the 1800 number, and redirect callers as appropriate.
    - Procure and process invoices for goods and services for Corporate.
    - Manage compliance functions for the Corporate Operations Branch and escalate any concerns to the Assistant Director.

The Person

The successful candidate must be able to demonstrate the following skills and experience:

- Excellent computer skills: MS Office Suite and an understanding of IT Systems and key applications, e.g. TRIM, SharePoint, Copilot.
- Understanding of basic IT troubleshooting and a willingness to learn
- Approachable manner, proactive attitude, reliable and solutions focussed.
- Willingness to be the face of Corporate Services and commit to attend the Sydney office 4 days a week
- Strong organisational and time management skills with a proven ability to manage competing priorities and meet deadlines.
- Strong written and oral communication skills; attention to detail (spelling, grammar and layout) in written communication.
- Demonstrated experience in working autonomously as well as part of a team.
- Demonstrates good judgement, tact and collaboration.
- Demonstrated experience in customer service-oriented role

Selection Criteria

Criteria for this position are based on the APS Capability Framework. More information about this framework can be found at: Integrated Leadership Strategy: Profile APS 4

Candidates should be able to demonstrate the following capabilities and behavioural attributes in their approach to their work.

1. **Supports strategic thinking**
    - Monitors the corporate priorities and the business context of the organisation; keeps self and others well informed on issues that may affect work progress.
    - Identifies issues and problems and works to resolve them; identifies risks and uncertainties and takes account of these in planning and priority setting.
2. **Achieves results**
    - Demonstrates flexibility and copes effectively with day-to-day work changes, shifting priorities and periods of uncertainty.
    - Shares appropriate information with colleagues during times of change; assesses impact of change and encourages cooperation in coping with change.
3. **Supports productive working relationships**
    - Builds and sustains relationships; liaises with a range of stakeholders including team members, other teams, colleagues and clients.
    - Is responsive to changes in client and stakeholder needs; provides courteous, prompt and professional service to clients.
    - Operates as an effective member of the team; works collaboratively; draws on team strengths.
    - Consults and shares information with own team and seeks input from others; ensures people are kept informed of progress and issues.
4. **Displays personal drive and integrity**
    - Treats people fairly and equitably and is transparent in dealings with them.

- Makes decisions for the corporate good without favouritism or bias; places the aims of the organisation above personal ambitions.
- Maintains effective performance levels even in challenging, uncertain or difficult circumstances
- Stays calm under pressure; does not react personally to criticism.

5. **Communicates with influence**
    - Structures messages clearly and succinctly, both orally and in writing
    - Focuses on gaining a clear understanding of others' comments by listening, asking clarifying questions and reflecting; checks to ensure their own views have been understood.