



Assistant Operations Manager (LES 5)

International Operations Division

Role status	Primary location
Full-time, 24 month contract	Shenzhen, China
Salary	Working relationships
CNY170,830 gross per annum	Reports to: Principal Operations Manager China Direct reports: 0 Team size: 18 in China

About the organisation

Trade and Investment Queensland (TIQ) is the Queensland Government's dedicated global business agency, where the work we do is truly unique. We shape, promote and strengthen Queensland by facilitating some of the most exciting import, export and investment projects in the world. Our vision is a prosperous future, by building a strong economy for all Queensland as lead up to the Brisbane 2032 Olympic and Paralympic Games.

TIQ has one of Australia's largest international networks, with representative in 28 global locations. Ideally positioned in the Asia-Pacific region, Queensland is the perfect place for new businesses, talented and skilled migrants, and developing international students to be part of the journey in helping us move Queensland forward. Find out more at <https://www.tiq.qld.gov.au>

Why TIQ?

A job at TIQ is like no other. Here are four reasons why you should join us:

Connect people with opportunity

- Connect with people and business owners you wouldn't be able to anywhere else and build meaningful relationships.
- Play an integral part in connecting Queensland to the rest of the world.

Shape and share in our future

- Have the opportunity to share your knowledge and experience when it comes to supporting businesses that partner with us.
- Play an active role when it comes to shaping the direction of TIQ, now and for the future.

Forge a purposeful career

- Develop yourself personally and professionally by contributing to some of the most inspiring export and investment projects on a global level.
- Gain diverse skills and experience through interesting work that will set you up for a unique and purposeful career.

Move Queensland forward

- Be part of something unique where the projects you work on and the businesses you support not only strengthen Queensland's economy but also have a global impact.

To find out more about a life at TIQ, visit [Trade and Investment Queensland: Life | LinkedIn](#) and hear more from our employees.

About the business unit

TIQ in the region operates under the management of the Queensland Senior Trade and Investment Commissioner – Greater China (Commissioner). The unit is strategically placed to assist Queensland exporters and investors take advantage of key sector opportunities in urban development, food and



agribusiness, and education and training in greater China and the Hong Kong Special Administrative Region (SAR). Shanghai is TIQ's principal office in greater China and provides direction and support to the other offices located in the region in Beijing, Guangzhou, Chengdu, Shenzhen and Hong Kong.

Your opportunity

Reporting to the Principal Operations Manager China you will operate within the business, cultural and legal environment in China to support provision of operational functions for TIQ's offices in Shenzhen, Guangzhou and Hong Kong. You will assist with finance, budget, human resources and administrative activities, and associated reporting requirements on behalf of the Commissioner and the office teams.

Your contribution (key responsibilities and accountabilities)

To be successful in this role you will:

- Provide high level administrative support including financial processing, spread sheeting and/or database maintenance
- Assist the Principal Operations Manager in managing the office budget and the expenditure of the office in accordance with the Financial Management Practices Manual
- Assist the Principal Operations Manager in undertaking regular review of financial reports and compilation of budget estimates for TIQ offices in China
- Assist the Principal Operations Manager in coordinating resources to support the business needs of the office and the management of the day-to-day administrative matters
- Support the Principal Operations Manager in managing HR administrative issues including staff personnel records, salary details, recruitment and professional training
- Provide a high level of client service and contribute as a member of the TIQ Greater China office team
- Organise appointments, seminars, meetings and travel arrangements for officers and visitors
- Foster an environment that values performance, customer service, continuous improvement and innovation in the delivery of high quality services
- Support marketing staff with programs and planning for trade missions and visiting business delegations
- Assist in research and provide support for projects undertaken by TIQ China

The ideal candidate for this role (key capabilities)

TIQ recognises that organisational success is driven by excellence in leadership and management, and as an organisation have established the Working together at TIQ behaviours most relevant to success within TIQ.

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| • Respect each other | • Act with integrity |
| • Take pride in our professionalism | • Collaborate and cooperate |
| • Show a positive attitude | • Recognise and celebrate our achievements |

All team members are expected to embrace and model these behaviours to ensure TIQ achieves success and develops an organisational culture that enables TIQ to meet its current and future strategic objectives.

To determine your suitability for the role, you will be assessed on the following key capabilities that link to the "key responsibilities and accountabilities" for this role:

1. Prioritises administrative tasks and organises self to meet deadlines
2. Ability to build and sustain positive relationships with team members and clients
3. Actively works to understand and support customers and stakeholders
4. Written and verbal communication is clear and concise



5. Committed to own development and continuous self-improvement and sees learning opportunities in everyday work

Knowledge and experience using the Microsoft Office suite of programs (Excel, Word and Outlook) are required.

Eligibility to work for TIQ

To be eligible for consideration and appointment to this role, you must have:

- **Work Authorisation** – you must be a citizen, resident or legally authorised to live and work in Shenzhen China and provide the required evidence to support your eligibility.
- **Language** – High level written and spoken English is essential, fluency in Mandarin language is required and the ability to operate in Cantonese would be a distinct advantage
- **Travel** – you must be willing and able to easily commute, at least one day a week, between Shenzhen and Hong Kong
- **Security Clearance** – the successful candidate must be willing to undertake a background check and be confirmed as a suitable person to access Government resources.

How to apply

If you think this role is for you, you can submit your application via hr-international@tiq.qld.gov.au Your application should be written in English and presented as a 3 page PDF that includes:

- A cover letter (1 page) up to a maximum of 750 words, tell us why you are interested in this role and how your experience will benefit the Queensland:China relationship
- Your resume (2 pages) detail your work history, education and language proficiency details

Additional information

- This is a Locally Engaged employees (LES) appointment. All LES provide essential in-country knowledge, network and continuity at the elected overseas post.
- LES employees are not Queensland public service officers. LES employees are engaged under local labour legislation, specific to the market outline under the “location” above and will be remunerated in accordance with the specified markets entitlements.
- Remuneration is paid through a local payroll service provider and subject to statutory obligations.
- Prospective applicants need to demonstrate that they are eligible to work in the nominated country for the duration of the appointment by legally meeting the local citizenship or visa requirements, which places no obligation on TIQ.
- TIQ does not provide any sponsorships or fund relocation costs for LES appointments.
- TIQ is committed to Zero Harm. TIQ employees are expected to demonstrate safety leadership at all times.
- TIQ values cultural capability, is an equal opportunity employer, and supports a healthy working environment.
- All roles within TIQ are responsible for creating, collecting, maintaining, using, disclosing, duplicating, and disposing of information, as well as managing and using communication devices and public resources. Staff must undertake these tasks in accordance with the department’s information management policies and procedures.
- Service delivery and employee development is supported by a mobile, flexible and agile workforce. You may be required to work in alternative locations or undertake alternative duties on a temporary or permanent basis.
- A minimum three (3) month probationary period may apply if applicable under local law.



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GLOBALLY **ENGAGED**
CONNECTED BY **YOU**



- Travel and some after-hours work will be a requirement of this role.
- Within one month of commencing employment, the successful applicant will be required to disclose any employment as a lobbyist in the previous two years.
- Applications will remain current for a period of up to 12 months and may be considered for other vacancies which may include an alternative employment basis (fixed-term temporary, full-time or part-time).
- If you need any additional support or reasonable adjustments during the recruitment process in order to ensure you can demonstrate your ability to meet the inherent requirements of the role, please advise the panel chair.