



Corporate Services Support Officer

Full-Time

Remote - Work from Home

\$36.78 per hour + allowances + super

Are you a highly organised and motivated business support all-rounder looking to make a real impact in a dynamic and purpose-driven organisation? SHEPHERD is seeking a **Corporate Services Support Officer** to provide high-level support across governance, compliance, HR and IT services.

In this diverse and rewarding role, you'll:

- Provide timely administrative and governance support
- Coordinate policy and document review cycles with precision
- Assist with audit and compliance activities in line with our Integrated Management System
- Assist with insurance admin including claims and policy renewals
- Support HR, recruitment and training functions
- Assist in IT equipment coordination and cyber security compliance
- Coordination of agendas, meeting minutes, and documentation
- Maintain shared inboxes, registers and filing systems with confidentiality
- Offer cross-functional admin support across business units

What We're Looking For

- **Qualifications & Experience** – A minimum Certificate III in Administration, with 3-5 years of experience in project support, administration, or a related field.
- **Organisational Skills** – Strong time-management abilities, with a talent for prioritising tasks effectively.
- **Communication Excellence** – Outstanding written and verbal communication skills, ensuring clarity and professionalism in all interactions.
- **Tech-Savvy** – Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Teams).
- **Team Player & Collaborator** – Ability to work seamlessly within a team and liaise confidently with external stakeholders.
- **Attention to Detail** – High accuracy in documentation, reporting and minute-taking.
- **Problem-Solving Mindset** – A proactive approach to overcoming challenges and improving processes.
- **Independence & Accountability** – Capability to work autonomously, manage tasks efficiently and meet deadlines.
- **Mobility** – A valid Class C driver's licence is required.



Screening Requirements:

- National Police Check
- Pre-Employment Medical Assessment
- Reference Checking

Why join our team at SHEPHERD?

At SHEPHERD, we're more than just a fast-growing company—we're a team that values respect, teamwork, positivity, excellence, innovation and work-life balance. If you're looking for a workplace that truly supports and invests in its people, you've found the right place!

What We Offer:

- Competitive Salary & Benefits – We recognise and reward your contributions with an attractive remuneration package.
- Work from Home Allowance.
- Mobile Phone Allowance – Stay connected with a company-provided allowance.
- Professional Development – Ongoing training and growth opportunities to help you excel in your career.
- Workplace Support – Access to Employee Assistance Programs (EAP) for your well-being.
- Team Spirit & Culture – Be part of a dynamic, supportive, and values-driven team.
- Uniforms Provided – We'll take care of your workwear so you can focus on what you do best.

If you want to be part of a company that values you, invests in your future, and provides a positive, team-oriented environment, we'd love to have you on board!

Interested?

We invite candidates to apply via SEEK. Applications will be reviewed as received, with shortlisted candidates contacted directly.

For a full **candidate prospectus and information on our recruitment process**, visit our website: [Join Us](https://shepherdservices.com.au)



Corporate Services Support Officer



shepherdservices.com.au



***Leaders in Regional Roads Management
and Disaster Recovery Systems***

SHEPHERD Overview

- SHEPHERD has a proud history of assisting Local Government with specialist asset management, GIS and civil engineering services, and has established a trusted reputation for delivering innovative, practical, and technically excellent outcomes.
- SHEPHERD first established itself as experts in road management assisting regional and remote councils with specialist asset management and GIS services. In response to their clients' need for an accurate, portable and affordable electronic road survey tool to better inform road maintenance programs, the team developed RACAS® – SHEPHERD's own Road Asset Condition Assessment System.
- The business diversified into civil project management, specialising in disaster recovery and flood restoration projects, in 2016 and now offers a fully integrated service including project and contract management, GIS and systems support, and asset accounting support.
- From these strong foundations the business has continued to grow, and today SHEPHERD remains a leader in road asset management and an emerging leader in disaster recovery systems.
- Their suite of integrated services builds on an ability to provide a powerful and accurate database, streamlined and automated processes and expert advice from which their clients can make informed business decisions.
- However, technical excellence, innovation, and value of money outcomes that work for their clients and improve local communities, remain the cornerstones of the SHEPHERD approach.
- For further information please visit www.shepherdservices.com.au



SHEPHERD Values

At SHEPHERD we take great care in how we do business and the lasting impression we make on those we service. Our values are at the heart of our identity and describe how our people behave and interact with colleagues and clients.

Respect

We are kind to others and ourselves. We act with integrity and honesty, treating others with respect and polite manners.

Teamwork

We offer our help first, we have each other's back, and together we achieve more. We are open and honest, listen actively and stick to the agreed plan in order to reach our goals.

Positive Attitude

We challenge negatively and accept challenges head-on with our can-do attitude and solution focused thinking.

Excellence

We take pride in honing our technical expertise and the continuous improvement of our proven systems to deliver exceptional outcomes to our clients. By achieving excellence in our work, we make a positive influence on our industry.

Practical Innovation

We are open to new challenges and use our experience and creative thinking to solve complex issues with practical solutions that work.

Productive Work Life Balance

Our flexible work environment promotes productivity and a family-first approach that balances high performance with a quality home life. We work to our full capacity and share the load to ensure the entire team achieves a healthy work life balance.



What Drives and Inspires SHEPHERD

What we do best at SHEPHERD is deliver innovative Asset Management and Disaster Recovery solutions for better roads.

We are inspired to make a difference to regional and remote communities by sharing our ability to solve complex issues with practical advice and innovative systems.

We are motivated by working with clients who seek us out for our excellent people, our practical expertise, our solutions oriented 'Here to Help' approach, and our proven results.



We believe in our people and are driven to be Australia's recognised leader in Regional Roads Management and Disaster Recovery Systems by 2026.



The SHEPHERD Competitive Edge

We Never Stop Innovating

The unique challenges faced by our clients, particularly those in regional areas, and our desire to use the latest technology and advances in Ai to solve complex issues practically, ensure that we never stop innovating.

We Deliver Quality Data

We believe that quality data drives better business decisions, and we define quality data as being relevant, accurate and of the highest level of information integrity. Our specialist tools are designed to provide quality data that informs the entire business.

We Link Asset Accounting with Engineering

We see the bigger picture – that financially strong councils deliver better outcomes for local communities. As engineers and accountants who specialise in asset management, we have unique skill set and ability to align financial accountability with practical service delivery outcomes.

We are Ready to Mobilise

We reduce the stress and risk to clients when they need it the most – ready to mobilise in response to disaster events or project deadlines. Our multi-disciplinary civil and disaster recovery team has the diverse experience to deliver.

We Go Beyond Compliance

At SHEPHERD we understand Local Government because we are from Local Government. Our team, from partners to technical officers, have their roots in the industry, crafted their skills there and formed their passion for creating better communities there. We go beyond compliance to deliver practical solutions to make a difference.

We Build Internal Capacity

We enjoy working with regional and remote councils and are willing to build their internal capability by sharing our asset accounting, engineering and GIS expertise, systems and tools. The opportunity to build internal capacity is also why we prefer to build longer-term relationships with our clients.

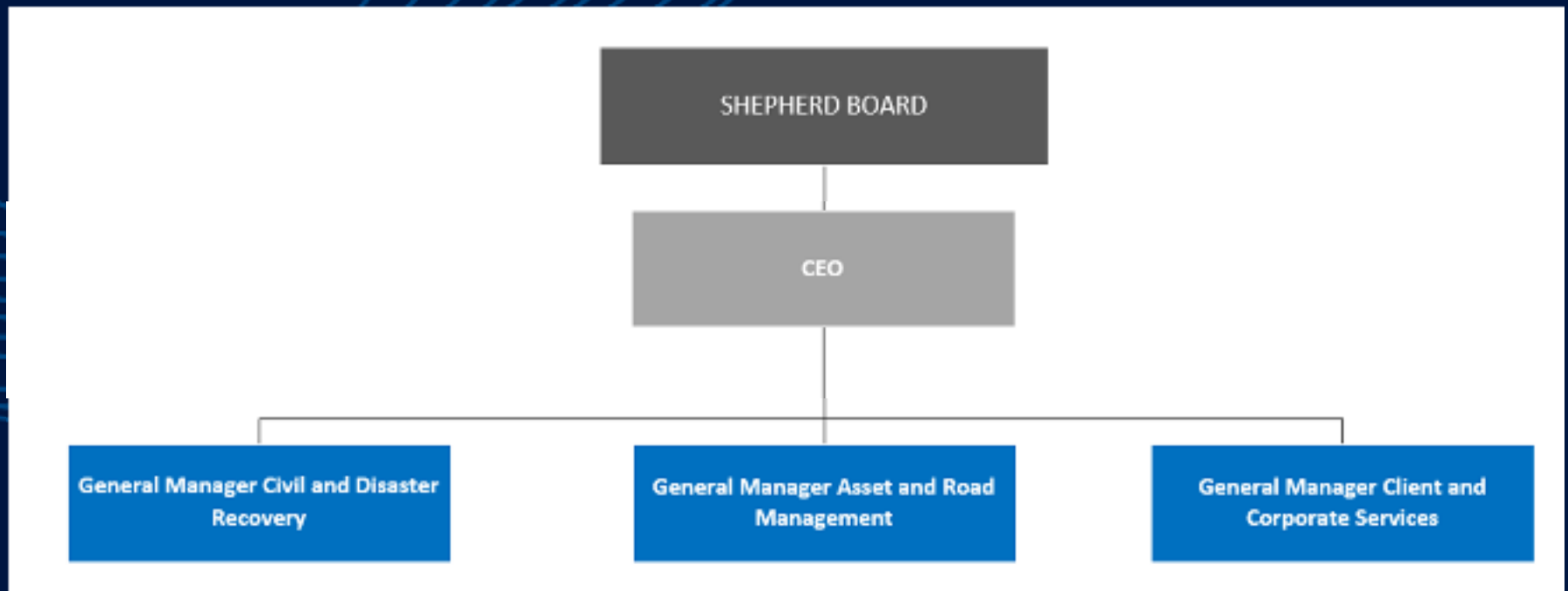
We Are Industry Leaders

We actively use our industry connections and reputation for excellence to collaborate with our clients and peers on leading edge projects that promote exciting new methodologies and challenge the best practice benchmark.

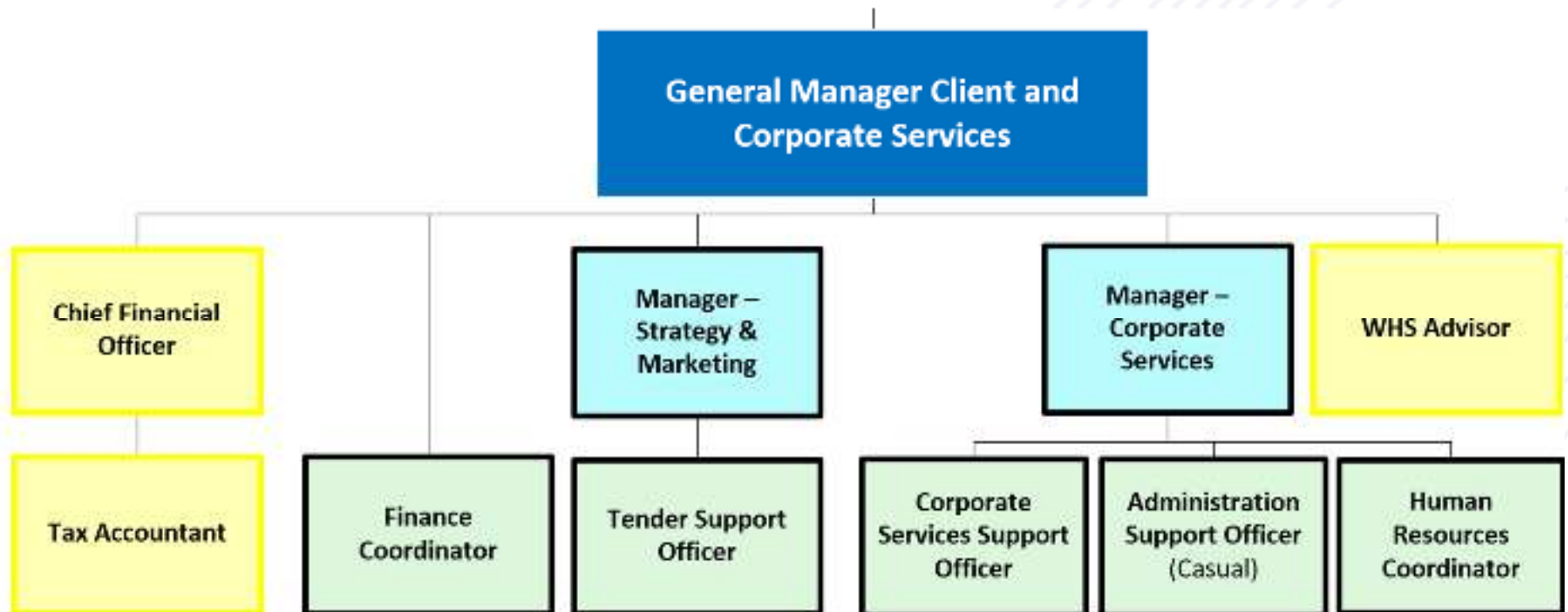




Organisation Structure



Client & Corporate Structure



Corporate Services Support Officer

Location: Work from Home

Reports to: Manager Corporate
Services

Employment Status: Full Time

Overview

This role supports a range of operational areas, including insurance administration, Information Technology support, HR support, audit and compliance activities, WHS administration and cross-business administrative assistance within SHEPHERD.

Role Outcomes and Key Accountabilities

Role Outcomes

- High-quality, professional, and consistent administrative and governance support is delivered across all SHEPHERD business units.
- Business processes are streamlined through proactive identification of efficiencies, improving productivity and client outcomes.
- Organisational compliance is maintained through accurate record-keeping, timely audit support, and effective policy and document control.
- Cross-functional collaboration ensures effective execution of administrative processes and service delivery.

Key Accountabilities

- Provide accurate and timely administrative and governance support, including monitoring and supporting policy and document review cycles, compliance support and WHS administration using established administrative systems.
- Monitor and support policy and procedure review cycles, including document control and version management.
- Support the coordination of audit activities in accordance with SHEPHERD's Integrated Management System, standards and guidelines to verify all information is accurate, formatted, recorded and stored correctly.
- Support insurance-related administration tasks, including policy renewals, claims processing and maintaining related documentation.
- Provide administrative support for HR functions, recruitment and training processes.
- Provide administrative support to facilitate the provision of IT equipment and services and support policy compliance in relation to cyber security and IT governance.
- Assist with compilation of agendas and minutes for various internal and external meetings.
- Monitor shared inboxes, manage filing systems, and maintain document registers to a high standard of accuracy and confidentiality.
- Support business units with cross-functional administrative tasks as required by the Manager Corporate Services.



Behavioural Competencies

- Actively demonstrates SHEPHERD's Values in all work and interactions.
- Models' open communication. Actively and attentively listens to others and can work collaboratively with people from operational to management levels.
- Models professional and ethical behaviour.
- Confidentiality is maintained in all business-related activities.
- Focuses on performance and meeting team goals.
- Positive, proactive and ability to consistently exercise great judgment.
- Highly motivated, organised and able to work autonomously to manage tasks/projects.
- Ensure personal safety and the safety of others by using all safety equipment provided and recording all incidents and near misses in a timely manner.
- Maintain strong accountability when working alone. Microsoft Teams up to date for whereabouts and availability.



Essential Knowledge/Skills/Qualifications etc.

- Certificate IV in Business or similar
- Minimum of 3 years' experience in an administrative role providing a wide range of general administrative support services, including governance and HR.
- Demonstrated sound knowledge and advanced skills using Microsoft Office (Word, Excel, Teams, Outlook, PowerPoint), and/or other relevant business software systems.
- Ability to multi-task and prioritise work to meet timelines.
- Analytical and problem-solving skills with a proactive approach to quickly identify problems and recommend improvements.
- Valid class C drivers' licence.

Desirable

- Demonstrated experience in Minute taking.
- Experience working collaboratively in a working from home environment.



Remuneration and Benefits

- The cash component is \$36.78 per hour + super
- Mobile Phone Allowance (\$62 per month).
- Working from Home Allowance
- Uniforms and protective clothing will be provided in accordance with company policy
- Ongoing training and growth opportunities to help you excel in your career
- Access to Employee Assistance Programs (EAP)
- When travel is required, we handle all travel and accommodation costs



Recruitment Process

Assessing Applications

SHEPHERD will review applications as they are submitted and will determine a shortlist of suitable candidates. Only shortlisted candidates will be contacted, and interviews will be arranged with the Company's panel. SHEPHERD reserves the right to close the position earlier than advertised.

Privacy information

Privacy Information: SHEPHERD is collecting your personal information in accordance with the Information Privacy Act for the purpose of assessing your skills and experience against the position requirements. The information that you provide in your application will only be used by employees of SHEPHERD. Your information will be provided to authorised Company Officers, including Human Resources, interview panels and hiring managers.



Recruitment Background Checking Requirements

Our next steps following the interview process:

1. Reference Checks

SHEPHERD requires at least two reference checks to be completed. The candidate will be required to provide the contact details for two recent employment referees, with at least one being someone that they directly reported to in their position.

2. Qualification and Registration Verifications

SHEPHERD will undertake qualification verifications for any qualifications that have been stated in the candidate's application. Contact is made directly with the relevant organisations to verify qualifications. This can also include a check on the status of a driver's licence.

4. National Police Check

The candidate must provide a current national police check (dated within the previous three months).

5. Pre-Employment Medical

The candidate will be required to complete a pre-employment medical assessment, which includes drug and alcohol screening.

6. Psychometric or DiSC Assessment

The candidate may be required to undertake a Psychometric or DiSC assessment, dependent on role.



Contact

Reach out for more information:

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