

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Volunteer Program Manager

Date last reviewed: 30/07/2026

Classification: Technical Officer 4 (TO4)

Position number: P72149

Division: City Places and Infrastructure

Business unit: Place Management

Location: Dickson Office Building

Reports to: Assistant Director, Land Management and Community Programs

Position requirements: Driver's licence Class C or higher is essential. White Card, Asbestos Awareness and Crystalline Silica Exposure Prevention training are essential. This position does require a WWVP check. Tertiary qualifications relevant to urban land management, natural and cultural resource management, horticulture or similar are essential.

DIRECTORATE OVERVIEW

The City and Environment Directorate (CED) brings together the people, services and systems that shape Canberra's future. We are a new directorate with a bold purpose: to deliver smarter, more connected services that respond to the needs of our Territory and community.

CED was established to align planning and transport, improve efficiency of development decisions, support environmental management, consolidate city services operations, and strengthen how government connects with the community. Our work spans the natural and built environments, city and transport services, and regulatory and customer service functions.

We are here to:

- Deliver streamlined, customer-focused services.
- Align planning, transport and environmental stewardship.
- Consolidate operations for greater efficiency and impact.
- Make government services more accessible, transparent and trusted.

At CED, we put people and place at the centre of everything we do. Whether shaping policy, maintaining public spaces, designing transport networks or supporting regulatory access, our people contribute to a connected, inclusive and resilient Canberra.

DIVISION OVERVIEW

City Places and Infrastructure Division

City Places and Infrastructure delivers a wide range of services which Canberran's rely on every day. These include collecting recycling and rubbish removal, running public libraries, mowing open space, managing our roads, footpaths and cycle paths. City Places and Infrastructure also maintain many of Canberra's lakes, ponds, public open spaces, city places and urban trees. The Division also manages ACT NoWaste.

BUSINESS UNIT OVERVIEW

City Presentation is a Branch within the City Places and Infrastructure Division and is responsible for planning and management of parks and the public domain, including lakes, street trees and public open space and city places. It maintains the look of the city and its environs and is responsible for the protection of trees on public and private land.

POSITION PURPOSE

Supervise and coordinate a small team of technical staff who work with CED City Presentation, Urban Open Space (UOS) volunteer groups, Place Management Operational areas and other internal and external stakeholders including the Ngunnawal people. You will lead this team to support groups to plan and deliver a wide range of improvement and restoration projects across the UOS estate within the auspice of the Urban Parks and Places Program (UPP). Under limited guidance, manage a number of competing priorities to ensure a positive volunteering experiences and environmental and urban amenity outcomes. Provide and maintain procedures, policies and databases to guide volunteers and team members in delivering these programs and ensure a safe and positive volunteering experience. There are over 120 active groups across the City.

DUTIES / RESPONSIBILITIES

1. Under limited supervision, lead and manage the Urban Parks and Places Volunteer program, ensuring safe, inclusive and effective participation across sites.
2. Assist in the coordination of conservation site planning and on-ground management within Urban Open Space.
3. Establish, develop, and maintain relationships with volunteers, community groups and ACT Government stakeholders to drive positive urban open space volunteering experiences.
4. Respond to public and ministerial enquiries with timely, accurate and customer-focused advice.
5. Review, update, create and implement material to assist in the safe and effective running of the UPP program, including WHS and volunteer policy documentation.
6. Provide high level administrative support to team and volunteers including work plan, site management, budget management and grant application review.

7. Support, coach and supervise up to three staff and many volunteers, and contribute to continuous program improvement and safety.
8. This position does involve direct supervision of three staff and numerous volunteers.

SELECTION CRITERIA (CAPABILITIES)

Provide concise evidence of your **skills, knowledge and behaviours** against the duties above and the ACTPS Shared Capability Framework.

1. Demonstrated ability to supervise and develop staff and volunteers, work cooperatively as part of a team, manage change and show initiative.
2. Demonstrated experience or knowledge of, and well-developed skills in the ongoing management and development of volunteer programs in relation to urban open space, including the negotiation and representation skills required to build and maintain effective relationships with both internal staff, external partners and community groups.
3. Demonstrated ability to review and provide technical advice on landscape plans and works plans. Also provide technical input to the preparation of ministerial correspondence, briefings, budget submissions, grant applications and reports.
4. Demonstrated high level communication (oral and written) and liaison skills, ability to use volunteer program coordination software, including the Microsoft suite of programs, and an ability to consistently display high quality customer service principles, creating a great and safe volunteering experience.
5. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- Visa holders are eligible to apply for both permanent and temporary roles. Those with eligible visas may be considered for permanent employment, while individuals with temporary residency or limited-duration visas may be offered permanent employment for the duration of their visas.
- Driver's licence Class C or higher is essential.
- White Card, Asbestos Awareness and Crystalline Silica Exposure Prevention training are essential.
- Tertiary qualifications relevant to urban land management, natural and cultural resource management, horticulture or similar are essential.
- This position **does** require a Working with Vulnerable People Check.
- This position **does not** require a Security Clearance

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Volunteer Program Manager (position number P72149) and indicates how frequently each of these requirements would be performed. Please note that CED is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Frequently
<i>The position in an activity based work environment</i>	

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Frequently
Frequent paid overtime	Occasionally
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Frequently
Working outdoors	Frequently

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Occasionally

Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Frequently
Frequent travel – driving	Frequently
Frequent travel – interstate	Occasionally

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Occasionally
Operation of heavy machinery e.g. forklift	Occasionally
Confined spaces	Never
Excessive noise	Occasionally
Low lighting	Occasionally
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Never

OTHER	FREQUENCY
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Occasionally