

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Administration Officer

Business unit: Business Support

Classification: Administrative Services Officer
4 (ASO4)

Location: Fyshwick

Position number: P01850

Reports to: Business Administrator

Division: City Services

Date last reviewed: 18/07/2025

Position requirements: Non-Identified

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 Services Division

City Services (CS) 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 Services 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

Roads ACT is responsible for the management of the territorial and municipal roads, national highways, the community paths, driveways, stormwater system, bridges, carpark facilities, traffic signals, streetlights, and associated infrastructure. Roads ACT manage these assets on behalf of the ACT Government for the enjoyment of the Canberra community.

Roads ACT comprises five teams that work closely together to deliver a variety of asset management activities.

- The Road and Path Network business unit looks after maintenance of traffic signals, traffic operations, the road resurfacing program, community path network and car parks.
- The Environment and Utilities business unit undertakes maintenance work on bridges, other structures, dams, streetlighting, stormwater harvesting and the stormwater drainage network.
- The Works business unit undertakes predominantly in-house work, providing a 24/7 incident response service, street sweeping, lines and signs, roadside furniture, road grading and asphalt.
- The Infrastructure Planning business unit develops the capital works program for new assets and looks after strategic asset management planning, infrastructure services planning and technical standards/specifications for infrastructure.
- The Business Support team provides the overall administration requirements of Roads ACT.

POSITION PURPOSE

Under limited direction, the position will deliver financial business functions for the Roads ACT team in accordance with the Directorate's policies, guidelines, practices, and procedures to achieve corporate objectives. Roads ACT is looking for candidates with proven ability to identify discrepancies in data sets by paying focused attention to detail.

The successful candidate will work with a diverse and active team within Roads ACT and be a key player in the daily work being undertaken.

DUTIES / RESPONSIBILITIES

- Manage RM admin mailbox – action email enquiries, monitor and follow up on responses, respond to telephone inquiries as required and liaise with clients, contractors, suppliers, or staff to assist with any complaints or issues concerning financial or administrative matters relevant to the Roads ACT team.

- Process purchase orders from P2P (Oracle), taking the lead to ensure business continuity, and monitor the reconciliation, coding and approval of accounts payable invoices while inputting into P2P (Oracle)
- Prepare month-end journals and the preparation of various reports as required and assist Strategic Finance with EOFY -end of financial year process.
- Conduct complex and sensitive enquiries in relation to cost recovery determinations; receipt payments; prepare instalment payment plans and generate invoices for Accounts Receivable payments.
- Maintain standard personnel records including salary report and allowance report checking and approvals, including arranging for salaries adjustments following the issue of determinations and awards.
- This position does not involve direct supervision of staff.

SELECTION CRITERIA (CAPABILITIES)

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

1. Demonstrated capability to interpret and apply standard policies, procedures and regulations or other guideline material to specific situations (financial management principles and the Financial Management Act).
2. Demonstrated high level computing skills in the use of the Microsoft suite of applications, and experience in the use of financial databases such as Oracle.
3. Demonstrated ability to prioritise tasks, monitor workflow, solve problems, and meet deadlines to effectively contribute to a small team to apply customer service principles and practices.
4. Demonstrated sound liaison and written communication skills, and capacity to negotiate with internal staff and external stakeholders to set priorities and guide staff to adhere to established procedures.
5. Demonstrated understanding and 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.
- Experience working in finance/administration in a previous role.

- This position does not require a pre-employment medical.
- This position does not require a Working with Vulnerable People Check.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role 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	Frequently
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Never
<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	Occasionally
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)	Never
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Never
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Never
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
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	Never
Personal Protective Equipment (PPE) required	Frequently