



ACT
Government

Chief Minister, Treasury and
Economic Development

POSITION DESCRIPTION

Directorate: Chief Minister, Treasury and
Economic Development

Portfolio: Treasury

Stream: Budget, Procurement, Infrastructure
and Finance

Division/Business Unit: Procurement ACT

Branch: Goods and Services

Section: Contracts and Category
Management Team

Position Title: Support Officer

Position Number: P32493

Classification: Administrative Support
Officer 5 (ASO5)

Location: 220 London Circuit,
Canberra ACT

Last Reviewed: January 2025

DIRECTORATE OVERVIEW

The Chief Minister, Treasury and Economic Development Directorate (CMTEDD) leads the public sector and works collaboratively both within Government and with the community to achieve positive outcomes.

As a central agency, CMTEDD provides strategic advice and support to the Chief Minister, the Directorate's Ministers and the Cabinet on policy, economic and financial matters, service delivery, whole of government issues and intergovernmental relations. The Directorate facilitates the implementation of government priorities, drives initiatives as well as leads the strategic direction for the ACT Public Service (ACTPS), to ensure that it is well positioned to perform its role.

Treasury, within CMTEDD is responsible for collecting and managing taxation revenue; managing the Government's financial assets and liabilities, including superannuation liabilities and investments; as well as providing advice to the Government and ACT agencies on the Territory's budget and financial management, economic and revenue forecasting and policy, federal financial relations, accounting policy and insurance for Territory risks, statutory reporting and incident and claim management. Treasury also has oversight of the ACT Government procurement framework, including leading and coordinating a whole of government procurement reform program, providing advice on procuring goods and services and management of whole of government contracts.

STREAM OVERVIEW

The Budget, Procurement, Investments and Finance (BPIF) stream within Treasury is made up of four sub-groups.

The Finance and Budget Group (FABG) is responsible for advising government and agencies on the development of the Territory's budget; providing policy and budget advice on a range of government priorities and services; and advising on financial issues relating to agencies and the Territory including whole of government financial reporting.

Procurement ACT is responsible for the development and implementation of whole- of- Government procurement policies. Procurement ACT also provides procurement-related services to ACT Government agencies and the community, including in relation to whole of government arrangements.

Investments and Borrowings (IB) is responsible for the management of the ACT's assets and liabilities including superannuation liabilities and investments.

Shared Services Finance (SSF) is responsible for providing essential services to ACT Government directorates including financial accounting and reporting, accounts payable and receivable, taxation and banking services.

BUSINESS UNIT OVERVIEW

We are looking for a candidate with an interest in procurement and contract management.

Procurement ACT is responsible for:

- leading and coordinating a procurement reform program across the ACTPS;
- managing and developing the legislation and policy that underpin the ACT Government's procurement framework ensuring it is aligned to the needs of the Territory;
- uplifting procurement capability across the service by offering a range of training and knowledge sharing opportunities, including by coordinating a whole of service procurement community of practice and bimonthly procurement eNewsletter;
- administering the whole of government procurement systems including ACT Government online tendering and contracts register platforms to comply with legislative obligations and international agreements;
- representing the ACT Government in cross-jurisdictional engagement on procurement policy matters, including in relation to international trade agreements;
- working in collaboration with the ACT Government's Better Regulation Taskforce to reduce barriers faced by Small to Medium Enterprise in accessing ACT Government procurement opportunities.
- providing procurement advisory services to Territory entities to support the pursuit of value for money in strategic goods and services procurement;
- supporting Territory Entities in undertaking low risk goods and services procurements by providing guidance and templates;
- developing and maintaining templated and standardised procurement guidance, documentation and processes to support all procurement; and
- applying contemporary category procurement knowledge and contract management skills to establish and manage cost effective whole of government arrangements for categories such as travel, electricity, stationery and fleet.

Procurement ACT comprises two branches – the Policy and Capability Branch and Goods and Services Branch.

WHAT WE DO – BRANCH OVERVIEW

Goods and Services Branch

The Goods and Services branch has currently two primary streams of work which are supported by a Help Desk.

The **Help Desk** is responsible for:

- responding to ad hoc questions, supports the release and closing of tenders, and publishes notifiable contracts
- suppliers and the public, including in relation to submission of tenders, enquiries, and complaints.

The **Contracts and Category Management team (CCMT)** is responsible for:

- applying contemporary category procurement knowledge and contract management skills to establish and manage cost effective Whole of Government (**WhoG**) arrangements, primarily listed on the Procurement ACT website
- administering the whole of government procurement systems including ACT Government online tendering and contracts register platforms to comply with legislative obligations.

The **Sourcing Advice and Supply (SAS) teams** are responsible for:

- providing procurement advisory services to Territory entities to support the pursuit of value for money in strategic goods and services procurement (currently, approximately 200 projects per annum).

Officers in each stream will be supported to grow their procurement skills working across streams to deliver enhanced procurement outcomes for the ACT Government and the Canberra community.

WHAT THE TEAM DOES

Contracts and Category Management Team

CCMT is responsible for the development, execution, and management of WhoG contracts across all ACT Government Directorates. The CCMT role includes the category management of clustered WhoG contracts (including cross-directorate facilitation to identify common requirements and bundling opportunities), market analysis, detailed procurement strategy development and execution, and active contract management including performance evaluation.

Team members undertake data analysis, interjurisdictional research, industry and stakeholder consultation, contract administration, reporting, and facilitation of workshops and meetings with industry stakeholders and across government. They also work with stakeholders to undertake improvement initiatives, and explore panel proposals. CCMT does not provide advice on procurement processes but works with the SAS team to deliver Branch outcomes.

WHO ARE WE LOOKING FOR

We are looking for a candidate with an interest in procurement and contract management, strong service delivery and problem-solving skills, as well as experience in building and using relationships and networks with internal and external stakeholders.

This role is suited to a professional with a strong customer-centric and solutions-focused approach to their practice. The successful candidate will have a high degree of emotional intelligence and will be able to adjust your communication style for different audiences, engendering trust with both clients and team members.

You will be self-motivated, responsive, and show initiative, sound judgement, professionalism, and resilience. You can think on your feet and work effectively under pressure and within deadlines to deliver high-quality outcomes that align with the strategic goals of the category.

Goods and Services carries a significant business as usual workload and team members must be able to effectively manage multiple priorities concurrently. At the ASO5 level it is important that you can identify and prioritise issues, understand when to escalate, and apply sound time management and strong organisational practices while under general supervision.

The Administrative Support Officer 5 (ASO5) reports to a Senior Officer Grade C (SOGC – Assistant Director) who manages a range of key projects.

WHAT YOU WILL DO

1. Provide support across various portfolios to deliver high quality, accurate, and responsive advice and support relating to WhoG contract management and procurement activities.
2. Promote the Branch in all representational and communication activities while contributing positively to the workplace culture of collaboration, problem-solving, and excellent customer service.
3. Perform under general direction to effectively apply procurement and contract management principles and governance practices across Branch deliverables. This may include interpreting and applying standard policies, procedures, and other guideline material to specific situations.
4. Support the drafting and delivery of documentation across the procurement and contract management lifecycle and reporting information as required. This may include briefing material, communication artefacts, contract management plans, deeds of variation, and agendas and minutes.
5. Liaise with internal and external stakeholders to build strong working relationships to achieve successful business outcomes. This may include assisting in facilitating stakeholder meetings/presentations, coordinating satisfaction surveys, and providing training and supplier reporting.
6. Liaise with internal and external stakeholders to build strong working relationships and achieve successful business outcomes. This includes supporting the management of the Whole of Government travel contract, involving significant engagement with directorates, travellers, travel service providers and other stakeholders. The role also supports fleet insurance-related contract administration, reporting, claims coordination and associated

business processes, in addition to facilitating stakeholder engagement activities, coordinating supplier reporting and assisting with training delivery.

7. Support the Territory's strategic objective to achieve better practice procurement through the pursuit of value for money outcomes and meeting social, sustainable, digital, indigenous, and local participation goals.
8. Apply appropriate solutions to enable multiple concurrent projects and/or changing requirements to be effectively managed and delivered within tight deadlines. This includes being able to set priorities, monitor workflow, and implement practical solutions, including knowing when to escalate.
9. Other duties to support team deliverables as required.

WHAT YOU REQUIRE

The selection criteria below describe the capabilities that are required to perform the duties and responsibilities of the position.

1. **Team Contribution** – Demonstrated ability to work effectively with colleagues to support their operational needs, identify and address risks and issues, and adapt and respond to changing requirements.
2. **Knowledge and Delivery** – Knowledge of procurement best practice or the ACT Government procurement and contract management legislation, policies, procedures, and frameworks (or the ability to quickly develop knowledge of) and apply this knowledge to effectively support and deliver successful outcomes for the Territory within limited timeframes.
3. **Communication** – Highly developed verbal and written communication and research skills, including liaison, presentation, influencing, negotiation, and representational abilities.
4. **Stakeholder Engagement** – Demonstrated ability to provide a positive customer service outcomes by understanding the diverse requirements of different stakeholder groups, adjusting personal style to suit various circumstances, and building and maintaining effective professional relationships.
5. **Corporate** – Strong understanding of public service values covering ethical standards, and demonstrates self-awareness, initiative, drive, professionalism, and a proven commitment to Respect, Equity and Diversity in the workplace, as well as the Directorate's Work Health and Safety policies, procedures, and responsibilities.

Behavioural Capabilities

The successful applicant should have strengths in all six of the CMTEDD core capabilities:

- Service Delivery
- Teamwork
- Achieves Results with Integrity
- Leadership
- Thinking and Innovating
- Agency Specific Knowledge.

ADDITIONAL INFORMATION

This position does not require a pre-employment medical.

This position does not require a Working with Vulnerable People Check.

Further information on working in the ACT Government can be found at:

<https://www.jobs.act.gov.au/work-with-us>.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Support Officer in CCMT and indicates how frequently each of these requirements would be performed. Please note that CMTEED 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	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Never

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Access to Accrued Days Off (ADOs)	Never
Peaks and troughs	Occasionally
Frequent overtime	Never
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)	Frequently
Working in a call centre environment	Occasionally
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally

Lifting 5 – 10kg	Never
Lifting 10kg+	Never
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	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Occasionally

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	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Occasionally

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Never