ACT Government
Chief Minister, Treasury and Economic Development

POSITION DESCRIPTION

Directorate: Chief Minister, Treasury and Economic Development

Branch: National Arboretum Canberra and Stromlo Forest Park

Position Title: Education Officer

Position Number: P57103

Classification: ASO4

Location: National Arboretum Canberra

Last Reviewed: October 2026

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 it is well positioned to perform its role.

DIVISION OVERVIEW

The role of Economic Development is to facilitate the diversification and strengthening of the ACT economy as well as the creation of a vibrant community that will attract and retain people in the city.

Economic Development also has responsibility for coordinating and delivering a range of key strategic initiatives and major projects.

BUSINESS UNIT OVERVIEW

National Arboretum Canberra & Stromlo Forest Park

The National Arboretum Canberra was opened in 2013 and comprises a collection of approximately 44,000 trees in 94 forests featuring different types of rare, threatened, and symbolic trees from around Australia and the world. It also houses the National Bonsai and Penjing Collection of Australia and includes the award-winning Visitor Centre, Margaret Whitlam

Pavilion, POD Playground, display gardens, unique sculptures, and a range of other facilities to enhance the visitor experience.

Opened in 2013, the Arboretum enjoys strong community support and has a large volunteer presence through the Friends of the National Arboretum. Volunteers undertake a variety of roles including guided tours, working bees, scientific research, interpretation, and public events.

Officially opened in 2007, Stromlo Forest Park is a world-class, multi-use recreational sporting facility available to both recreational and professional users. Stromlo Forest Park boasts a purpose built event pavilion, a 1.2km road criterium cycling circuit, a 2.5km grass cross country running track, a network of equestrian trails and over 40km of mountain bike trails suitable for riders of all abilities.

POSITION OVERVIEW

The Education Officer is part of a small team and supports the delivery, administration and continuous improvement of the Arboretum's education and public programs.

Working closely with the Education Manager and Education Officer, the role delivers programs, manages bookings and enquiries, liaises with schools, early learning services and tour operators, and provides administrative support for education activities and visitor experiences. The position also contributes to the development of new programs, resources and activities and the review of systems and processes.

As an identified Child Safe Officer, the role supports child safe practices and reporting requirements in accordance with organisational policies and procedures.

Reporting to the Education Manager within the Events and Community Engagement team, the occupant will undertake the following duties.

WHAT YOU WILL DO

- Deliver engaging education, public and life long learning programs for school groups, early childhood groups, community groups and visitors.
- Coordinate education bookings and enquiries, including liaison with schools, teachers, tour operators, early learning services and other stakeholders.
- Maintain and administer National Arboretum booking and other data management systems, including but not limited to Book Canberra Excursions.
- Support the planning, development, coordination, delivery and evaluation of school, holiday and public programs.
- Contribute to the development of new education programs, learning resources, activities and visitor experiences.
- Participate in the review and continuous improvement of education programs, administrative processes, procedures and systems.

- Undertake administrative activities including reporting, records management, project support, budget tracking and invoice management as required.
- Work collaboratively with the Education Team to develop and deliver curriculum-aligned education programs and learning experiences.
- Assist in the preparation of promotional, educational and interpretive materials.
- Provide accurate visitor information and exceptional customer service relating to the National Arboretum Canberra and its programs.
- Undertake front-of-house, visitor services and other duties as required.
- Act as an identified Child Safe Officer, including undertaking required training, supporting child safe practices, and reporting and escalating child safety concerns in accordance with policies and procedures.
- Understand and work within the ACTPS Code of Conduct and ACTPS values of respect, integrity, collaboration and innovation, and model behaviour consistent with the ACTPS Respect Equity and Diversity framework.
- Be prepared to wear a uniform, undertake field work, work occasional evenings and weekends as required.

WHAT YOU REQUIRE

The following capabilities form the criteria required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Demonstrated experience in the coordination, development, delivery and evaluation of education, interpretation, visitor engagement or community programs.
2. Demonstrated administration, organisational and customer service skills, including managing bookings and enquiries, maintaining records and databases, and prioritising competing tasks.
3. Demonstrated knowledge of, or experience working in, environmental, sustainability, outdoor learning, cultural, tourism or education settings.

Behaviours

4. Strong interpersonal and communication skills, including the ability to to build positive relationships with schools, tour operators, visitors and other stakeholders and provide high quality customer service.
5. Demonstrated ability to exercise sound judgement, maintain professionalism, and apply organisational policies and procedures, including child safe, emergency management and risk management requirements.

6. Demonstrated commitment to respectful and inclusive workplace practices, and the ability to work both independently and collaboratively, and build positive working relationships with colleagues, volunteers and stakeholders.

QUALIFICATIONS/ REQUIREMENTS

- Current Driver's licence
- Current First Aid Certificate
- Working with Vulnerable People registration is mandatory

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Education Officer (position number P61649) and indicates how frequently each of these requirements would be performed. Please note that CMTEDD 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	Frequently
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Frequently
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 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	Frequently
Lifting 5 – 10kg	Occasionally
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	Never
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Occasionally
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	Never

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