



POSITION DESCRIPTION

Directorate: Education

Position Number: P40287

Division: Service Design and Delivery

Classification: ASO5

Business Unit: Executive Group Manager Office

Location: Stirling and/or 220 London Circuit

Position Title: Executive Support Officer

Last Reviewed: August 2026

Position Requirements: Nil

DIRECTORATE OVERVIEW

The Education Directorate is responsible for early childhood education and care, and school education in the ACT. The Directorate provides school education services to children and young people both directly through public schools and indirectly through regulation of non-government schools and home education.

We focus on creating capable, resilient and active citizens by placing students at the centre, empowering learning professionals, building strong communities, and systems that support learning. The Directorate is committed to building a culturally diverse workforce and an inclusive workplace. As part of this commitment, we strongly encourage people from an Aboriginal or Torres Strait Islander background, and/or people with disability, to apply.

DIVISION OVERVIEW

The Service Design and Delivery (SDD) Group positions the directorate to meet the expectations of Government by:

- Providing student-centred and differentiated, high-quality, evidence-based services to ACT public schools and students for enhanced educational and wellbeing outcomes.
- Implementing government priorities through productive and collaborative partnerships across and between the Education Support Office.

The major responsibilities of the Service Design and Delivery Group are:

- to support the delivery of high-quality education services for ACT public schools through the provision of policy, programs, professional learning and specialist expertise;
- to develop and deliver system-wide policies, programs, and strategies to improve teaching and learning practice for the Australian Curriculum, Kindergarten to Year 10, assessment and reporting, Vocational Education and Training programs, careers education, international students, the Instrumental Music Program, excursions and

physical activities, and services for the care and management of animals in all ACT public schools;

- to support the delivery of wellbeing services for more than 50,000 students, through policy and programs and through direct provision via school psychologists, youth and social workers, and inclusive education for students with a disability;
- to deliver education services for school aged students with challenging behaviours and complex needs, and students alienated from schooling, through flexible education options including Bimberi Youth Justice Centre, the Hospital School and Muliyan;
- to lead the delivery of Aboriginal and Torres Strait Islander education programs to support schools, students, and community, and lead the delivery of cross government and national commitments to improve outcomes for Aboriginal and Torres Strait Islander students;
- to lead the delivery of workforce focused workplace health and safety (WHS) services, the implementation of the Education Directorate's Safety and Wellbeing Strategy in schools to achieve Directorate and staff improvements and strategies for wellbeing, early intervention, and injury management, and to provide schools with assistance in meeting their WHS compliance obligations to a safe work environment;

The Australian Capital Territory Public Service (ACTPS) is a values based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation, as well demonstrate the related signature behaviours.

POSITION OVERVIEW

We are seeking an administrative superstar to provide timely, accurate and effective executive support to the Executive Group Manager (EGM) Service Design & Delivery. You will thrive in a fast-paced environment, confidently managing competing priorities, complex scheduling requirements and changing demands.

As the face of the EGM office, you will build positive relationships across the organisation and demonstrate exceptional interpersonal, communication and stakeholder engagement skills. You will be highly organised, discreet and trustworthy, with a strong service mindset and a proven ability to anticipate needs, drive outcomes and ensure nothing falls through the cracks.

Our ideal candidate will be resilient, adaptable and professional, with a positive can-do approach, sound judgement and the ability to exercise tact and empathy when required. You will excel at prioritising your workload, managing executive commitments and maintaining a welcoming, efficient and high-performing office environment.

WHAT YOU WILL DO

Working directly to the Executive Group Manager (EGM) Service Design and Delivery, you will be joining a busy and fast-paced environment providing executive support to the EGM. You are committed and thorough, with the ability to work at a high level across a range of activities in an agile and fast paced environment. You will be a strong communicator, approachable, flexible, with experience working in the public sector.

Ideal candidates will be able to develop strong working relationships with people of all levels across the group and the directorate, as well as liaising with external stakeholders. You can work

collaboratively within a group, multitask, actively networking with others and engaging in varying types of feedback choosing the appropriate time.

1. Provide high-level executive support to the Executive Group Manager (EGM), including proactive diary management, coordinating competing priorities, managing access to the EGM, and scheduling appointments, meetings and commitments.
2. Manage executive correspondence, records and information systems, including the EGM and Group inboxes, monitoring and tracking actions and due dates, maintaining meeting papers and documentation through OneNote and approved records management systems, and ensuring information is accurate and accessible.
3. Coordinate executive meetings, briefings and governance activities, including preparing agendas, meeting papers, briefing materials and correspondence, providing secretariat support, recording minutes and monitoring follow-up actions.
4. Coordinate travel, events and stakeholder engagements, school visits, executive attendance at events, distribution lists, leave and events calendars, and associated logistical requirements.
5. Develop and maintain productive working relationships with internal and external stakeholders, providing responsive, professional and customer-focused support to facilitate the effective operation of the Executive office.
6. Contribute to the efficient operation of the Executive office through action tracking, records management, financial administration including corporate credit card reconciliation, continuous improvement of administrative processes and undertaking other duties appropriate to the classification level as directed.

WHAT YOU REQUIRE

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

1. Well-developed interpersonal, written and verbal communication skills, with the ability to communicate effectively and professionally with a diverse range of stakeholders and build productive working relationships.
2. Demonstrated organisational skills, including the ability to manage competing priorities, exercise initiative, work under pressure and meet deadlines in a busy environment with limited supervision.
3. Proven experience providing high-level administrative and executive support, including complex diary and email management, secretariat support, records management and the use of Microsoft 365 applications and business systems.
4. Demonstrated ability to exercise sound judgement, maintain confidentiality and handle sensitive information in accordance with legislative, policy and organisational requirements.

5. Demonstrated commitment to workplace diversity and inclusion, cultural integrity, participative work practices, workplace health and safety, and the ACT Public Service values and signature behaviours.
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WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of *Executive Support Officer* (position number [40287](#)) and indicates how frequently each of these requirements would be performed. Please note that ACTPS 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	Occasionally

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Never
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Frequently
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)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Never

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

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

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