

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Senior HR Officer

Classification: ASO 6

Position number: P27270

Division: Territory Business Services Division

Business unit: Capital Linen Service

Location: Mitchell, ACT

Reports to: Director HR

Position Status: Permanent

Position Hours: Full time 36:75 hrs/week

Date last reviewed: 18/09/2026

Position requirements: Australian
Permanent Residency or Citizenship or
relevant visa holder

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

Territory Business Services Division

Territory and Business Services (T&BS) delivers a portfolio of high performing commercial and operational services that combines essential community services with business units operating to commercial standards, delivering efficient, reliable and valued services to a wide range of customers across the Canberra and surrounding region.

Canberra Memorial Parks operates the Territory's public cemeteries and public crematorium, providing self funded, high quality and culturally inclusive interment and memorialisation services across Gungahlin, Woden and Hall through a professionally governed Statutory Authority. Capital Linen Service functions as a major commercial enterprise, supplying more than 120 health, aged care and accommodation providers with ISO certified, high volume linen services, processing over 7,200 tonnes of linen annually through a modern, automated facility that ensures dependable, safe and competitively priced service delivery. ACT NoWaste manages the ACT's waste, recycling and resource recovery systems, delivering efficient, high volume public waste services and leading implementation of the Territory's Circular Economy Strategy to ensure operational reliability, environmental performance and long term system sustainability. Yarralumla Nursery underpins Canberra's urban landscape through its commercial wholesale plant production enterprise, supplying high quality, climate appropriate plants for government and industry projects and maintaining consistent, reliable output that supports the city's green infrastructure and horticultural standards.

BUSINESS UNIT OVERVIEW

Capital Linen Service (CLS) operates as a commercial business unit within the ACT Government's City and Environment Directorate (CED).

We have extensive experience and knowledge of the linen hire and laundry services industry and have been delivering linen services and operating an industrial factory across the Canberra region since 1978, servicing more than 120 clients in Canberra and its surrounds.

Our people are our biggest asset and are what make us a great place to work! We take pride in our commitment to deliver the highest standards of quality and reliability and enjoy a healthy team culture.

You can find out more about us by checking out our [website](#)

WHAT YOU WILL DO

This position reports to the Director HR as part of a small collaborative team supporting CLS by providing day-to-day HR support. Under limited direction this role will contribute to the delivery of operational HR services including injury management, recruitment, employee relations, change management, workforce planning, and learning and development, with a focus on building capability, improving productivity and increasing workforce capability.

The primary responsibilities for this position are to:

- Provide accurate and timely advice on employment legislation, HR policies, procedures, guidelines and practices.
- Coordinate and support workplace injury management and return to work activities for compensable and non-compensable cases, including liaison with all relevant stakeholders to facilitate timely, safe and sustainable return to work outcomes and ensure compliance with legislative and organisational requirements.
- Manage and coordinate end-to-end recruitment, including development and review of position descriptions, advertising, assessment and onboarding processes.
- Prepare documentation and reporting that includes investigation and analysis of workplace HR matters, case management and interpretation of workforce data and trends.
- Assist Managers and Supervisors with guidance, support and training as required on employment matters (ie. ACTPS processes such as recruitment or injury management).
- Contribute to the development and implementation of initiatives aimed at enhancing workforce performance, employee engagement and culture across CLS.
- Assist with organisational change activities, consultation processes and implementation of workforce initiatives.
- Liaise effectively with CED HR, external service providers and internal stakeholders to ensure consistent application of HR policies and practices.
- Contribute to continuous improvement activities that enhance workforce capability, employee experience and service delivery outcomes.
- Coordinate and manage relevant HR administrative tasks such as record keeping and external training or other tasks as required.

WHAT YOU REQUIRE

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

Professional / Technical Skills

- Demonstrated experience interpreting, advising and actioning employment legislation, policies and processes within a public sector employment environment.
- Experience undertaking injury case management, recruitment activities and employment lifecycle processes and initiatives.
- Demonstrated ability to manage competing priorities and deliver quality outcomes within agreed timeframes.

Behavioural Skills

- Well-developed communication, negotiation and stakeholder engagement skills including a demonstrated ability to build and maintain positive relationships with internal and external stakeholders, and work with a diverse range of stakeholders.
- Ability to appropriately handle sensitive workplace matters and material with confidentiality, showing sound judgement and integrity.
- Demonstrated ability to work independently under limited direction while contributing effectively as part of a team.
- Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

Compliance Requirements / Qualifications

- A tertiary qualification in HR and/or extensive relevant HR experience in the public sector is highly desirable.
- To be eligible for permanent employment within the ACT Public Service you must be an Australian citizen, permanent resident or applicable visa holder.
- C class Driver's licence is recommended.
- This position does not require a pre-employment medical.
- This position does not require a Working with Vulnerable People Check.

ASSOCIATED RESOURCES

[ACTPS Shared Capability Framework](#); describes the skills, knowledge and behaviour that can universally be expected of every ACT Public Servant at different organisational levels and in every workplace across the service.

[ACTPS Performance and Development Framework](#); a mechanism to ensure that everyone in the workplace is clear on what is expected of them at work.

[ACTPS Respect, Equity and Diversity Framework](#); outlines the legislative provisions supporting a respectful, equitable and diverse workplace culture.

[Classification schedules](#); identifies positions as belonging to a category which has common characteristics, the same rate or range of pay, and equivalent work value.

[TCCS Values and Code of Conduct](#); outlines the behaviours expected within the TCCS workforce and sets the tone for an ethical, accountable and diligent way of doing business.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Senior HR Officer (position number P27270) and indicates how frequently each of these requirements would be performed. Please note that TCCS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone/Mobile Phone use	Frequently
General computer use/in field technology	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation	Occasionally
STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Never
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	Occasionally
Requirement to work 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)	Never
Working in a call centre environment	Never
Working directly with the public	Occasionally
PHYSICAL DEMANDS	FREQUENCY
Distance walking (on roads, paths or nature strips)	Never
Working outdoors	Never
MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Never
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Never
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	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 or work sites	Never
OTHER	FREQUENCY
Uniform required	Occasionally
Personal Protective Equipment (PPE) required	Occasionally