



POSITION DESCRIPTION

Directorate: Chief Minister, Treasury and Economic Development

Position Number: P42593

Division: Economic Development

Classification: ASO 6

Business Unit: Finance and Business Services

Location: Canberra City

Position Title: Senior Business Services Officer – HR

Security Clearance Required: No

Last Reviewed: September 2026

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 as the related signature behaviours.

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.

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 is made up of the following business functions:

- Innovation, trade, investment and general business development
- Higher education (including vocational education and training)
- Tourism and major events
- Arts and culture
- Sports and recreation
- Major venues
- Strategic Infrastructure Coordination

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

BUSINESS UNIT OVERVIEW

The Finance and Business Services Team supports Economic Development to deliver the ACT Government's objective of diversifying and strengthening the ACT economy to create a vibrant community for Canberrans and for people visiting Canberra.

The Finance and Business Services Team is responsible for the following functions:

- Financial services;
- Grants support and administration;
- WHS and HR advice and support; and
- Systems/business improvement solutions and management.

POSITION OVERVIEW

This position will contribute to high quality Human Resource and WHS services, to support Economic Development deliver its objectives.

WHAT YOU WILL DO

As Senior Business Services Officer - HR, you will:

1. Assist with high quality Human Resource and WHS services for internal and external clients. This includes understanding agency policies and programs; assisting staff with HR and WHS related matters; and using contemporary systems to provide monthly, annual and other reports.
2. Employ productive working relationships to achieve individual, team and organisational objectives. This includes assisting with a range of Human Resource activities, WHS services and business improvement solutions.
3. Contribute to business results with integrity. This includes participating in a consistent and fair divisional approach to Human Resource and WHS matters.
4. Assist the business area through contributing to improved ways of thinking, engaging and delivering. This includes assisting with divisional capability priorities.
5. Be trusted internally and externally and contribute to a workplace where people are encouraged to improve business results and enhance organisational culture. This includes an understanding of the ACTPS Performance Framework so that all divisional staff and teams are aware of, and use, the ACTPS Performance Framework.
6. This position may involve direct supervision of staff.

WHAT YOU REQUIRE

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

Professional / Technical Skills and Knowledge

1. A demonstrated understanding of contemporary, high quality Human Resource and WHS services within compliance frameworks, including the ability to research and analyse.
2. Strong administrative and organisational skills, and a demonstrated ability to plan, prioritise, coordinate, and manage workflows associated with a busy business environment.

Behavioural Capabilities

3. A history of developing productive working relationships with internal and external stakeholders to achieve results, including a demonstrated ability to manage sensitive and confidential issues with integrity.
4. A record of proactive contribution to improving business results through innovative approaches.
5. Success in participating in a workplace where people are encouraged to improve business results through enhanced organisational culture.

Compliance Requirements / Qualifications

A Certificate IV qualification in Work Health and Safety or willingness to undertake, is desirable.

A qualification in Human Resources, business or a related subject is desirable.

Further information on working in the ACTPS can be found at: <https://www.jobs.act.gov.au/home>

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Senior Business Services Officer – HR (P42593) 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.

Our workforce has transitioned to flexible hybrid working arrangements. This may include working from home or other work sites where agreed. Staff are provided information on how to work from home safely and effectively.

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 (ADO's)	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)	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	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Occasionally
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	Occasionally
Exposure to potentially distressing case material	Occasionally

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