# CITY AND ENVIRONMENT DIRECTORATE (CED)

# POSITION DESCRIPTION

## POSITION DETAILS

**Position title:** Procurement Support Officer

**Classification:** Administrative Services Officer 5

**Position number:** P66466

**Division:** Strategic Finance

**Business unit:** CED Central Procurement team

**Location:** 480 Northbourne Avenue, Braddon

**Reports to:** Director, Procurement Operations

**Date last reviewed:**

**Position requirements:** Nil

## 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

The Procurement and Business Operations (PABO) Branch delivers key corporate services for the City and Environment Directorate (CED), covering procurement, insurance and information access, sustainability, asset policy, facilities and fleet management.

The CED Central Procurement Team (CPT) is the first point of contact for procurement and contract management, providing advice across the full procurement lifecycle, including planning, panel management, exemption reviews and negotiations. CPT also leads governance functions such as procurement reporting, framework development, guidance material, whole-of-government reform implementation, assurance reviews, internal audits and executive reporting. The team oversees CED's grants and insourcing frameworks.

The Sustainability, Assets, Facilities and Fleet team manages around 1,200 fleet vehicles, including leasing, procurement, disposal and administration, and supports approximately 70 CED sites to ensure facilities and depots are safe and fit for purpose.

The Insurance and Information Access team coordinates insurance and claims, Freedom of Information and Open Access disclosures, Standing Orders, 213A requests and Executive Document Releases.

## BUSINESS UNIT OVERVIEW

The Central Procurement Team (CPT) is the first point of contact for procurement, contract, grant and insourcing advice across CED. CPT provides end-to-end procurement support, commercial advisory services, panel and contract management, governance, reporting and capability uplift. The team also oversees development of the annual procurement plan, accreditation implementation, probity guidance, notifiable contracts and invoices reporting, and supports internal audits and assurance reviews.

## POSITION PURPOSE

The Procurement Support Officer reports to the Senior Officer Grade B (Director, Procurement Operations) to provide assurance to the executive that all business services in the Directorate are undertaken in accordance with ACT Government policy and legislation.

The Procurement Support Officer plays a key role in supporting the day-to-day operations of the CED Central Procurement Team. The position provides high-quality administrative and procurement support, coordinates team workflows and enquiries, maintains procurement systems and records, and assists with reporting, governance and contract administration activities. Through effective stakeholder engagement and a strong focus on service delivery, the role contributes to consistent, compliant and efficient procurement practices across the Directorate.

## DUTIES / RESPONSIBILITIES

Under limited direction, amongst a range of other related duties from time to time, provide day-to day administrative support to the Director, Procurement and Contracts to:

1. Support the Assistant Directors in delivering high quality, accurate, and responsive advice and support relating to contract management and procurement activities.
2. Contribute positively to the workplace with a culture of collaboration, problem-solving, and excellent customer service.
3. Manage one or more transactional and routine engagements by effectively applying procurement and contract management principles and governance practices to identify and formulate workable, defensible solutions. This will include the loading of notifiable contracts and invoices into the Territory contract register.
4. Produce and support the delivery of documentation across the procurement and contract management lifecycle and reporting information as required. This may include briefing material, communication artefacts, procurement and contract management plans, contracts, deeds of variation, and agendas and minutes.
5. Liaise with internal and external stakeholders (e.g. ACT Government directorates/agencies, ACT Government Solicitor, industry bodies, suppliers, etc.) to build strong working relationships to achieve successful business outcomes. This may include delivering stakeholder presentations, facilitating satisfaction surveys, and providing training. The successful candidate will promote the Division's objectives and values through direct and indirect activities, such as appropriate representation and communication when liaising with stakeholders and when developing and delivering presentations, guidelines, and training material on a range of procurement and contract management topics.
6. Support the Territory's strategic objectives such as achieving strong value for money outcomes, procurement values and supporting procurements objectives which promote social, sustainable, digital, Aboriginal and Torres Strait Islander, and local participation.
7. Support to the team and directorate in relation to implementing the procure to pay practices including the provision of administration support and guidance on the use of the system.
8. Provide responsive day-to-day administrative and coordination support to support the effective operation of the Team including administer the inbox's, triaging incoming requests and ensuring matters are responded to or referred appropriately and in a timely manner
9. Coordinate team-wide tasking and workflow, including allocating requests, monitoring progress and following up on outstanding actions.
10. Contribute to the continuous improvement of team administrative processes, systems and ways of working.
11. Other duties as required.

You will also have:

- the ability to work within an Activity Based Working Environment and in a hybrid working arrangement;

- an understanding of, and ability to 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.

This position does not involve direct supervision of staff.

## SELECTION CRITERIA (CAPABILITIES)

Assessment of candidates will be based on the extent to which they demonstrate the skills, knowledge and behaviours listed below in relation to the duties/responsibilities.

1. **Team Contribution** – Extent to which the applicant demonstrates a strong ability to make a positive contribution as a team member. An ability to work effectively with team members to support their operational needs and the broader objectives of the team and organisation.
2. **Communication** – Extent to which the applicant demonstrates highly developed communication skills (including written and oral communication skills, liaison, presentation, influencing, negotiation, and representational skills). This includes the applicant's ability to present on relevant matters to a range of diverse stakeholders, effect change, and prepare written documentation for executive review.
3. **Stakeholder Engagement** – Extent to which the applicant demonstrates an ability to understand the diverse requirements for different stakeholders or circumstances and build and maintain positive professional relationships.
4. **Knowledge and Delivery** – Extent to which the applicant demonstrates the relevant core skills and capability to effectively support and deliver procurement and contract management activities. This includes being able to undertake research and analysis, identify risks or issues, develop solutions, and respond to changing requirements.
5. **Corporate** – Extent to which the applicant demonstrates a 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.

## COMPLIANCE REQUIREMENTS / QUALIFICATIONS

**Highly Desirable:**

- Relevant tertiary qualifications would be an advantage, including a Certificate IV Procurement & Contracting, or the ability to obtain certification based on prior experience, or tertiary qualifications (for example in commerce, business administration, or the equivalent or evidence of study).
- This position **does not** require a Working with Vulnerable People Check.
- This position **does not** require a Security Clearance

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## WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Procurement Support Officer (position number P66466) and indicates how frequently each of these requirements would be performed. Please note that CED 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 | Occasionally |
| Graphical/analytical based | Occasionally |
| Sitting at a desk | Frequently |
| Standing for long periods | Never |
| Designated workstation<br>***The position in an activity based work environment*** | Never |

| **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 | Occasionally |
| Access to Accrued Days Off (ADO's) | Never |
| Peaks and troughs | Occasionally |
| Frequent paid 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 | 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 | Never |
| Lifting 5 – 10kg | Never |
| Lifting 10kg+ | Never |
| Climbing | Never |

| | |
|---|---|
| Reaching | Never |
| Bending/squatting | Never |
| Push/pull | Never |
| 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 | Never |
| Exposure to potentially distressing case material | Never |

| **OTHER** | **FREQUENCY** |
|---|---|
| Uniform required | Never |
| Personal Protective Equipment (PPE) required | Never |