



POSITION DESCRIPTION

Directorate: Health and Community Services Directorate

Division: Finance and Assurance

Business Unit: Chief Financial Officer

Position Title: Finance Support Officer

Position Number: P66930

Classification: Administrative Service Officer Class 5 (ASO5)

Location: Canberra City / Woden / Belconnen / Work from Home

Last Reviewed: July 2026

DIRECTORATE OVERVIEW

The Health and Community Services Directorate (HCSD) delivers a broad range of health and human services to support the wellbeing of the ACT Community and ensures our public health system meets the community's needs, now and into the future. HCSD provides strategic leadership on policy and population health direction for the ACT health system, ensuring services are innovative, effective, and responsive to community needs.

Alongside health strategy, HCSD is responsible for a range of human services including multicultural affairs, services for older people, housing, women's initiatives, family and domestic violence and homelessness services, and support for children, youth, and families. The Directorate also leads community disaster recovery and Aboriginal and Torres Strait Islander engagement.

HCSD is an inclusive employer where all people are respected and valued for their contribution. We strongly encourage and welcome applications from Aboriginal and/or Torres Strait Islander people, People with Disability, people from culturally and linguistically diverse backgrounds, veterans, mature age workers and lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) people.

DIVISION OVERVIEW

The Finance and Assurance Division (FAD) provides a range of support services critical to the long-term success and sustainability of the Directorate. The Division is responsible for internal audit, governance and compliance, risk management, procurement, budgeting and reporting, and financial and capital reporting. The Division is also responsible for the provision of advice and support services to the HCSD, Senior Executives and Ministers.

POSITION OVERVIEW

As the Finance Support Officer, you will provide administrative and executive support to the Chief Finance Officer including managing their schedule, coordinating correspondence and managing their inbox (emails), work flowing documents in the corporate records system (TRIM), and liaising with other executive offices across Government. You will also provide support to the financial and management accounting teams within the branch by preparing month end journals, account

reconciliations, preparation of routine financial reports, and undertake other finance tasks that arise.

This role would suit individuals with an office administration and bookkeeping/accounting background or junior accountants looking to enter the public service.

HCSD is flexible with work arrangements and support full-time, part-time, and job-sharing work arrangements. There is a strong focus on professional development within the team and opportunities are available for Territory supported studies in addition to informal coaching and mentoring opportunities available within the Division.

This position does not involve direct supervision of staff.

WHAT YOU WILL DO

As a Finance Support Officer, you will:

- Manage the Chief Finance Officers calendar, coordinate appointments, and schedule meetings. This includes organizing materials for meetings and following up action items.
- Handle and screen phone calls, emails, and other forms of communication.
- Coordinate and proofread correspondence, reports, and presentations and ensure that our documents and collaboration sites are consistent with corporate branding.
- Organise clearance/approval of documents and file items using the directorate's electronic records management systems.
- Manage a range of administrative processes including, but not limited to, arranging travel, coding invoices, and completing credit card reconciliations.
- Undertake end-of-month processes including, but not limited to, preparing journals, undertaking general ledger reconciliations, and drafting financial reports.
- Assist in responding to internal and external audit requests, including preparation of workpapers and supporting documentation.
- Undertake other duties appropriate to this classification which contribute to the effective and efficient operation of the organisation.

WHAT YOU REQUIRE

The information below describes the capabilities that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Demonstrated ability to provide administrative or executive support and handle sensitive/confidential information correctly.
2. Sound knowledge of the Microsoft Office product including Microsoft Word, PowerPoint, and Outlook. Knowledge of Excel, Teams, and Sharepoint would also be beneficial.

3. Demonstrated experience in providing financial support in an office or accounting environment.

Behavioural Capabilities

4. Excellent time management skills with the ability to establish and manage competing priorities and meet deadlines.
5. Well-developed interpersonal skills with a demonstrated ability to develop and maintain productive working relationships with managers and relevant stakeholders.
6. A strong ability to stay calm under pressure and deliver work within tight timeframes.

Compliance Requirements / Qualifications

You may be required to complete a Police Check prior to commencement.

This position **does not** require a pre-employment medical or Working with Vulnerable People Check.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of this role 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	Occasionally
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
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
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	Never
Exposure to potentially distressing case material	Never

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