CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: ONC Program Support Officer

Classification: Admin Services Officer Level 5

Position number: P17871

Division: Environment, Heritage and Parks

Business unit: Office of Nature Conservation

Location: Hybrid working arrangements/ Dickson

Reports to: Director Science and Operations

Date last reviewed: 25/09/2026

Position requirements: Driver's license, Australian citizen or permanent resident, may be subject to National Criminal History check.

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

What we do

The Environment, Heritage and Parks (EHP) Division delivers the following functions for the ACT government:

- Nature conservation policy, planning and delivery.
- Conservator support and traditional custodian engagement.
- Heritage conservation policy and regulation.
- Environment protection policy.
- Conservation research and evaluation.
- Management of Parks and Reserves.
- Fire and Forest Management.
- Biosecurity policy and delivery.

Who we are

We are a diverse, innovative and professional team of people who come from a wide variety of backgrounds. We welcome people with experience from the community, public and private sectors and believe the more diverse our knowledge base is, the better our results will be.

We value people with innovative and creative ideas, who communicate with candour and respect, and who have the motivation to drive projects from conception through to delivery. We are curious about each other's work and always ask "who else needs to know?"

What we offer

- Interesting and fulfilling work in a unique government environment where you can see the impact you have on the Canberra community.

- The opportunity to work with passionate, innovative and experienced leaders who encourage and support you to develop your interests and expertise.

- A flexible workplace including hybrid work from home arrangements and state of the art accommodation enabling activity-based work.

BUSINESS UNIT OVERVIEW

The Office of Nature Conservation (ONC) brings together policy, science, and data expertise to accelerate unified thinking and action to respond to the immense conservation challenges facing the ACT. The ONC focuses on an outcomes-based philosophy to guide and inform on-ground conservation efforts undertaken by ACT Parks and Conservation Services, volunteer environmental partners and the community. Through collaboration and engagement with a wide range of internal and external stakeholders, some of the ONC's responsibilities include delivering research, monitoring and evaluation programs focused on ACT biodiversity, threats and management interventions, providing expert advice on a range of ACT Government approval, licensing, operational and planning processes, advising on and implementing threatened species and ecological community recovery plans. While working collaboratively, the collection of experienced ecologists and technical experts in

the ONC are organised into thematic teams with responsibilities for leading projects in a particular taxon (e.g. fauna), ecosystem (e.g. aquatic and riparian), process (e.g. fire), or technical (e.g. policy) area.

POSITION PURPOSE

This position will assist and enable the branch leadership and ONC teams in ensuring smooth and well-functioning business processes and delivering our work efficiently, effectively, and safely.

DUTIES / RESPONSIBILITIES

This position will work collaboratively with the ONC Business Support Officer (who is focused on tracking and supporting branch deliverables and liaising within government to this effect).

The key duties and responsibilities of the Program Support Officer are to:

- Contribute to the efficient running of the branch to meet business objectives and ensure matters are attended to in a timely, transparent and coordinated manner, through
  - providing administrative support for internal and external correspondence, workflows, budget tracking and financial reporting, procurement, and recruitment processes
  - managing, coordinating and tracking key branch deliverables including the assignment and implementation of external business tasks into ONC, including government, Ministerial and directorate functions
  - supporting the Branch Leadership Team and Team Leaders Team regarding government business processes and procedures
- Provide administrative support to the ONC Director of Science and Operations through:
  - Assisting with organising and tracking building, equipment and vehicle maintenance, including vehicle and equipment upgrades and repairs
  - Management and administration of WHS compliance (including hazardous chemical audits) in conjunction with HSR officers
- Provide secretariat and logistical support for conferences, functions, committees and meetings including venue organization and catering, assisting in preparation and circulation of agendas and papers, taking minutes and tracking action items and facilitating the preparation of reports and papers
- Manage and maintain office systems relevant to smooth branch functioning and identify areas where improvements can be made
- Other general responsibilities include:
  - Understanding and working 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
  - Working within an Activity Based Working Environment
  - Organising, handling and appropriately storing documents and files including sensitive matters and files in accordance with records management policies

- maintaining records in accordance with the Territory Records Act 2002.

SELECTION CRITERIA (CAPABILITIES)

1. Strong organisational skills, including capacity to manage several diverse tasks while under pressure, maintaining a strong focus on timeliness and accuracy, ability to monitor workflow and set priorities, and ability to coordinate input from multiple areas.
2. Strong, detail-oriented communication skills that can be applied across a diverse range of stakeholders.

Knowledge

3. Knowledge and good understanding of administrative and Government processes including work health and safety obligations and procedures.
4. Knowledge and good understanding of contemporary communication (MS Teams, Webex) and document management (e.g. Objective) systems.

Behaviour

5. Proven ability to work as part of a team and contribute to a positive team culture, with a demonstrated willingness to uphold the ACT Government Signature Values and Behaviours.
6. Demonstrated ability to consistently display commitment to the implementation of the principles of workplace diversity, participative work practices, workplace health and safety, and compliance with the requirements of the Territory Records Act.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

Mandatory:

- Experience in administration in a busy, challenging business environment
- Demonstrated experience and skills in Microsoft Office software.
- Drivers license.

Highly Desirable:

- Experience supporting operational teams including well developed understanding of risk management principles and procedures.
- Experience in the ACT or other government agency.
- Knowledge of the work undertaken by Environment, Heritage and Parks.

ACT Government

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Business Support Officer (position number P17871) 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	Frequently
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation ***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	Occasionally
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	Occasionally

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	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Never
Bending/squatting	Occasionally
Push/pull	Never
Sequential repetitive movements in a short amount of time	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Occasionally

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Occasionally
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Occasionally
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	Occasionally
Personal Protective Equipment (PPE) required	Occasionally