CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Support Officer Operations

Classification: ASO5

Position number: P15544

Division: City Services

Business unit: Urban Treescapes

Location: Dickson / Work from home hybrid

Reports to: Assistant Director Operations

Date last reviewed: November 2026

Position requirements: Refer to Compliance Requirements/Qualifications section below

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

City Services (CS) delivers a wide range of services that Canberrans rely on every day. These include collecting recycling and rubbish removal, running public libraries, mowing open space, managing our roads, footpaths, and cycle paths. City Services also maintains many of Canberra's lakes, ponds, public open spaces, city places, and urban trees. The Division also manages ACT NoWaste.

BUSINESS UNIT OVERVIEW

City Presentation, a Branch within City Services Division, is responsible for the planning and management of parks, open spaces, and the public domain including lakes, street and parkland trees, public open space, and city places. It protects the natural resources and amenity of the ACT and maintains the look of the city and its environs through its responsibilities that also include domestic animal services, city rangers, and the protection of trees on public and private land.

Urban Treescapes is responsible for the management and maintenance of more than 853,000 trees on parklands and streets throughout ACT. Canberra's urban forest comprises a diverse combination of evergreen and deciduous trees, and this diversity provides important ecological and amenity advantages. Urban Treescapes' responsibilities include the planting, watering, and follow up maintenance of newly planted trees, the maintenance of established trees, the removal of dead and dying trees, the administration of the *Urban Forest Act 2023*, the assessment of tree related claims, and the provision of technical advice on tree related matters.

POSITION PURPOSE

The Support Officer Operations provides business and operational support for the Operations unit of Urban Treescapes including administration, customer service, and data systems management in accordance with the Directorate's policies, guidelines, practices, and procedures to achieve corporate objectives.

DUTIES / RESPONSIBILITIES

Under limited direction, the Support Officer Operations is responsible for:

- Assisting in the review, development, implementation, and monitoring of operational business and data management policy, processes, and procedural systems and recommending and implementing improvements and enhancements.
- Providing administrative support including processing of contracts and higher duties, recruitment, record management, and data management and assisting in the development of effective workplace communication through administrative systems.
- Providing training for collection and processing of data, assisting with the collation and review of field data, and assisting in the development of data processing systems.
- Liaising with contractors, service providers, industry, senior management, government agencies, and the community in relation to urban tree management issues as required.
- Working in accordance with and upholding the ACT Government Respect, Equity, and Diversity Framework and the Directorate's Work Health and Safety System.
- This position may involve direct supervision of staff.

SELECTION CRITERIA (CAPABILITIES)

Provide concise evidence of your **skills, knowledge and behaviours** against the duties above and the ACTPS Shared Capability Framework.

1. A sound knowledge of urban tree management issues and urban tree management policies, procedures, and guidelines administered by City Services.
2. A strong commitment to the principles of delivering high-quality customer service with proven sound communication (oral and written) and administrative organisational skills and the ability to organise and coordinate training of field personnel.
3. Demonstrated well developed skills in the use of Microsoft Office suite software (Word, Excel, PowerPoint, and Outlook), Salesforce, Field Maps, ArcGIS, and correspondence tracking systems such as Objective.
4. Demonstrated ability to liaise effectively with management, staff, other government agencies, contractors, and members of the public and the ability to work independently or as a member of a team.
5. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

1. Visa holders are eligible to apply for both permanent and temporary roles. Those with eligible visas may be considered for permanent employment, while individuals with temporary residency or limited-duration visas may be offered permanent employment for the duration of their visas
2. Driver's licence Class C (Car) is essential.
3. This position does not require a pre-employment medical.
4. This position does not require a Working with Vulnerable People Check.

ACT Government

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Support Officer Operations (position number P15544) 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.

This position is located in a workplace designated for Activity Based Working (ABW). ABW transforms the way we work. By creating flexible workplaces with a variety of different work settings, we are better able to support every kind of employee, their job function, and individual preferences for comfort and space.

ADMINISTRATIVE	FREQUENCY
Telephone/Mobile Phone use	Frequently
General computer use/in field technology	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Frequently
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	Frequently
Requirement to work overtime	Occasionally
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	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (on roads, paths, or nature strips)	Occasionally
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Possibly
Lifting 5 – 10kg	Possibly
Lifting 10kg+	Never
Climbing	Never
Reaching	Possibly
Bending/squatting	Possibly
Push/pull	Possibly
Sequential repetitive movements in a short amount of time	Possibly

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

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Possibly
Exposure to silica (either with asbestos or under asbestos)	Never
Operation of heavy machinery e.g., forklift	Never
Confined spaces	Never
Excessive noise	Possibly
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 or work sites	Never

OTHER	FREQUENCY
Uniform required	Always
Personal Protective Equipment (PPE) required	Frequently