

POSITION DESCRIPTION

Directorate:	Education
Branch:	Chief Operating Officer Group
Section:	People and Performance
Position Title:	Executive Support Officer
Position Number:	P61732
Classification:	Administrative Service Officer Class 5
Immediate Supervisor:	Executive Officer
Security Clearance Required:	No
Location:	Hedley Beare Centre for Teaching and Learning, Stirling ACT
Last Reviewed:	August 2026

DIRECTORATE OVERVIEW

The Education Directorate is one of seven ACT Government Directorates established with a collaborative purpose to achieve the ACT Government's priorities and to serve the community. The Education Directorate services include the provision of public-school education, regulation of education and care services, registration of non-government schools and home education.

What is important to us: We are an education system that empowers our young people to thrive in ways that foster a democratic, equitable, diverse and prosperous society.

Our Mission: We develop and deliver educational services to empower each young person in the ACT to learn for life.

Our Vision: Our Directorate values of respect, integrity, collaboration, and innovation reflect the employee values of the ACT Public Service. These core values underpin our service delivery and are the cornerstone of our workplace environments. Translating these values into daily practice is an expectation of all ACT public servants.

The ACT public education system continues to expand with over 50,000 students attending 93 public schools, comprising:

- early childhood schools
- preschools (including Koori preschools)
- primary schools
- high schools (years 7 to 10)
- colleges (years 11 and 12)
- specialist schools
- preschool to year 10 schools
- year 7 to year 12 schools.

The Directorate also has responsibility for the planning and coordination of early childhood education and care services for the ACT.

The Directorate is structured around five groups:

- School Improvement
- System Policy and Reform
- Chief Operating Officer
- Service Design and Delivery
- Infrastructure and Digital

The Directorate employs over 8,000 staff including school leaders and teachers.

Further information about working in the ACT Public Service and the Education Directorate can be found at <https://www.jobs.act.gov.au/about-the-actps> and <https://www.act.gov.au/education-and-training>

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 demonstrate the related signature behaviours.

BRANCH OVERVIEW

The People and Performance Branch is part of the People, Chief Operating Officer Group and is responsible for providing quality, client focused services to maintain a highly skilled, sustainable workforce.

The Branch incorporates: Recruitment, People and Conduct, People Strategy, People Capability and Workplace Relations.

This includes:

- providing high quality, client focused human resources services to ensure the Directorate maintains a highly skilled, sustainable workforce
- providing expert advice and assistance to senior executives on a broad range of strategic HR management activities in accordance with relevant legislation, policies and guidelines
- building organisational capability to achieve the outcomes of the strategic plan
- developing and implementing Directorate strategic for workforce planning (including increasing teacher effectiveness)
- strategically analysing workforce data to underpin evidence-based advice and support to the Directorate executive
- building capacity of school principals as workforce leaders and managers
- ensuring safety in schools and workplaces
- supporting continuous improvement through workplace agreements
- maintaining effective partnerships to ensure client focused services
- ensuring the values and behaviours of the Directorate are upheld through strong HR policy and procedures.

POSITION OVERVIEW

The Executive Support Officer (ESO) will provide timely, accurate and effective executive and administrative support to the Executive Branch Manager (EBM) and the wider People and Performance (P&P) branch. The EBM P&P Office operates in a fast pace and busy environment and the ESO will need to manage workload based on shifting priorities within challenging timelines.

The role requires a self-motivated, detail orientated person with strong time management and effective organisational skills, with the ability to think laterally, work under pressure and achieve deadlines in an environment of competing priorities.

WHAT YOU WILL DO

In accordance with Directorate Policies, the Executive Support Officer will provide executive support to the Executive Branch Manager and financial and administrative support to the People and Performance Branch. The duties include delivering timely, accurate and effective administrative services including:

1. Undertake high level liaison with senior executives, senior government officials, internal and external stakeholders and the Minister's Office.
2. Monitor the workflow and quality control of documents coming out of the People and Performance office including the allocation of incoming items in the shared inbox, and management of the EBM, P&P inbox.
3. Provide high level administrative support to the EBM, P&P including diary management, meeting preparation including drafting agendas, presentations and coordinating and collating meeting papers, coordinating meetings/staff events including external events/organising venues, catering, taking minutes and assisting with workflow and record keeping for the Executive Branch Manager.
4. Undertake a range of administrative services for the Branch including preparation of routine written correspondence (including managing tasking and due dates to ensure deadlines are met), managing travel arrangements, stationary management other administrative tasks as required.
5. Process and manage invoices, manage expense acquittals and assist with procurement requests in an accurate and timely manner.
6. Exercise independent judgement on routine matters and assist with more complicated matters under supervision, including assisting senior staff members in the branch to ensure objectives are met.
7. Support Branch recruitment and selection processes, new starter induction processes, facilities matters, staff monitoring, managing personnel files and business continuity.
8. Assist in managing queries, including on sensitive and complex HR matters, across ACT Government, Australian Government, school-based staff, external providers and the general public.
9. Understand and adhere to the ACT Government Respect, Equity and Diversity Framework and work with safe work practices that are in accordance with the Directorate's Work Health and Safety policies, procedures and roles and responsibilities and maintain records in accordance with the *Territory Records Act 2002*.
10. Undertake other duties as appropriate to this level of classification which contributes to the operation of the branch.

WHAT YOU REQUIRE

Professional and Technical Skills, and Knowledge

1. Ability to plan, prioritise, coordinate and manage workflow of the Executive Branch Manager and the People and Performance Branch under general direction, and handle sensitive and confidential material in an appropriate manner.

2. Sound time management and organisational skills, including the ability to manage multiple tasks, balance competing deadlines and priorities and respond to change in a fast-paced environment.
3. Sound oral communications skills including the ability to liaise with a range of stakeholders and actively promote an environment committed to quality customer service.
4. Sound written communication skills, including the ability to gather and analyse information to prepare written correspondence.
5. Ability to undertake and/or a willingness to learn the full range of administration tasks including finance, procurement, HR, record keeping, drafting correspondence, and travel arrangements.

Behavioural Capabilities

6. Ability to provide high quality service and considered, accurate information to internal and external stakeholders.
7. Demonstrated liaison and interpersonal skills, including the ability to develop and maintain effective relationships with a wide range of stakeholders, and deliver on commitments, under the pressure of multiple priorities and deadlines.
8. Demonstrated experience in effectively contributing to the outcome of a team, working both independently and cooperatively to product work and meet team objectives.
9. Understanding and commitment to equity and diversity, participative management and occupational health and safety principles and practices in the workplace.

Compliance Requirements / Qualifications

1. This position does not require a pre-employment medical.
2. This position does not require a Working with Vulnerable People Check.
3. Well-developed ICT skills are desirable.
4. Executive support or administration experience is desirable.