



POSITION DESCRIPTION

Directorate: Education

Position Number: 35230

Group: Chief Operating Officer Group

Classification: ASO6

Business Unit: Ministerial and Corporate Reporting

Location: 220 London Circuit

Position Title: Ministerial Support Officer

Last Reviewed: August 2026

Position Requirements: Nil

DIRECTORATE OVERVIEW

The Education Directorate is responsible for delivering educational services to empower each young person in the ACT to learn for life. The Directorate is responsible for the operation of the network of government schools across the ACT and for regulating non-government school and early childhood education providers.

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 demonstrate the related signature behaviours.

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.education.act.gov.au/>.

BUSINESS UNIT OVERVIEW

The Ministerial and Corporate Reporting team provide the critical connection between the Directorate and Government.

The team manages and supports the Directorate to meet its obligations around Cabinet, Legislative Assembly and ministerial business. The team coordinates input to government commitments, annual reporting, performance and accountability and attendance at committee hearings.

The team also provides secretariat support for stakeholder engagements and manages the Directorate's stakeholder engagement framework.

POSITION OVERVIEW

The Ministerial Support Officer provides high-quality administrative, coordination and operational support to the Assistant Director, Ministerial Support, contributing to the delivery of a consistent, effective and high-performing ministerial service across the Directorate.

Working closely with the Assistant Director, the position supports the coordination of quality assurance processes for ministerial briefs, correspondence and other submissions to the Minister's Office. The role assists in monitoring workflows, tracking quality issues and trends, maintaining records, and supporting the timely processing of ministerial products to ensure they meet required standards and deadlines.

The position plays an important role in supporting continuous improvement initiatives by assisting with the development and maintenance of guidance materials, templates, intranet content and other ministerial resources. The role also contributes to capability-building activities, including coordinating training sessions, preparing communication materials and supporting the delivery of resources designed to improve staff understanding of Ministerial Office processes, requirements and expectations.

Working collaboratively with Executive Officers, and key stakeholders, the position helps facilitate the effective flow of information and supports business areas to meet ministerial requirements. The role provides practical advice and administrative support to assist in the consistent application of ministerial processes and quality standards across the Directorate.

The position also supports the Assistant Director in identifying and responding to ministerial business priorities, coordinating activities and follow-up actions as required.

WHAT YOU WILL DO

1. Support the coordination and quality assurance of ministerial products, including briefs, correspondence and other submissions to the Minister's Office, ensuring materials are accurate, complete and processed within required timeframes.
2. Monitor ministerial workflows and maintain records, assisting with the identification of recurring quality issues, tracking trends and supporting continuous improvement initiatives across the Directorate.
3. Assist with capability-building activities by coordinating training sessions, maintaining guidance materials and supporting the development and delivery of resources on Ministerial Office processes, requirements and best-practice drafting.
4. Work collaboratively with Executive Officers, business areas and the Minister's Office to facilitate the timely flow of information, support quality assurance processes and promote consistent ministerial practices across the Directorate.
5. Maintain ministerial resources and tools, including government business intranet content, guidance materials, templates and reference documents, ensuring they remain current, accessible and aligned with ACT Government requirements.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Demonstrated understanding of ministerial and government business processes, including the ability to support quality assurance activities, coordinate ministerial workflows, and ensure documentation complies with Ministerial Office and ACT Government requirements.
2. Well-developed communication and stakeholder engagement skills, with the ability to build productive working relationships, provide practical support and guidance, and work collaboratively with Executive Officers, business areas and the Minister's Office to facilitate high-quality ministerial services.
3. Strong organisational, administrative and written communication skills, with the ability to manage competing priorities, maintain accurate records, coordinate multiple workflows, and review and prepare briefs, correspondence and other documentation within tight timeframes and to a high standard.

Behavioural Capabilities

4. Demonstrate initiative, sound judgement and problem-solving skills when supporting ministerial business. Responds positively to changing priorities, identifies issues and escalates them appropriately, and works effectively both independently and as part of a team to achieve outcomes.
5. Maintain a strong focus on accuracy, timeliness and customer service while managing competing priorities and deadlines. Demonstrates resilience and attention to detail, ensuring ministerial documentation, records and processes are completed to a high standard.
6. Consistently demonstrates the ACT Public Service Values and Signature Behaviours, fostering respectful and inclusive working relationships. Contributes positively to team culture, supports diversity and wellbeing, and upholds Work Health and Safety responsibilities, ethical conduct and accountability in all aspects of work.

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.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of 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	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation	Never

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
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
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	Never
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	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