

Canberra Institute of Technology

Position Description

POSITION NUMBER:	P69976, Several
CLASSIFICATION:	ADMINISTRATIVE SERVICE OFFICER CLASS 6
POSITION TITLE:	Project Officer, Government and Public Sector Programs
DIVISION:	Education Design & Delivery
COLLEGE/BRANCH:	Pathways, Business & Leadership (PBL) College
SUB SECTION/COST CODE:	33440
IMMEDIATE SUPERVISOR:	These positions will report to the PBL Management Team including College Director and Heads of Departments.

ABOUT US

Canberra Institute of Technology (CIT) is a dynamic, modern and diverse vocational education and training (VET) institute of learning and plays a major role in the development of the ACT's future workforce and building its skill base. As the ACT's public provider of VET, we are the cornerstone of the local skills and training system and deeply embedded in our community. The critical role we play in the Canberra economy and society is demonstrated by the significant influence of our graduates and educators. Our alumni embody excellence and proficiency in their respective vocations.

At our core, we strive for inclusion, providing equal access to education and training and enabling anyone to pursue their learning and career goals. We are dedicated to supporting social inclusion, offering all who walk through our doors a sense of place and belonging, and the confidence to participate in the workforce.

Our strategic ambition is outlined in our [CIT Strategy 2025-2035: *Skilling for the future equipping you for life*](#). This strategy sets four objectives to guide our actions towards achieving our vision to be *renowned for our inclusive and dynamic approach to teaching and learning that meets the needs of students, industry and the community*. These strategic objectives are:

- Our training meets the skills needs of today, tomorrow and beyond.
- Our teaching and learning is leading edge and enhances student outcomes.
- Our people are equipped to achieve our strategy.
- Our foundations support the delivery of our strategy and enable future growth.

OUR PEOPLE

CIT cultivates its workforce to create an environment where our people thrive, are motivated and embrace leading roles in achieving our ambitions. Our values of student-centric, belonging, connection, excellence, integrity and wellbeing guide every decision and action that we take. They steer us towards our purpose and create a culture of trust, collaboration and accountability. These values are aligned to the ACTPS values and signature behaviours which are underpinned by the [ACT Public Service \(ACTPS\) Code of Conduct](#).

CIT is committed to building a diverse workplace through an inclusive workforce. As part of this commitment, Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse people, people with disability, and LGBTIQ+ people, are encouraged to apply.

EDUCATION DESIGN AND DELIVERY

CIT Pathways, Business and Leadership (PBL) is a teaching college comprising five departments: CIT Accounting, Legal & Project Management, CIT Business, CIT English Language, and CIT Foundation Skills and Training and Assessment (TAE). This college offers Vocational Education and Training (VET) programs from pre-Certificate I (or foundational level) through to Advanced Diploma. The college has a presence at CIT Woden, CIT Bruce, CIT Fyshwick, CIT Tuggeranong and CIT Gungahlin. This position will report to the PBL Management Team including College Director and Heads of Departments depending on the individual position.

THE POSITION

The Project Officer provides client and learner-centred support and advice as well as comprehensive project management for the Government & Public Sector Programs and fee for service portfolio of courses undertaken by the Pathways Business & Leadership College (PBL). The Officer demonstrates excellence in customer service to guide clients through the client life cycle, from opportunity to completion and aims to achieve repeat and new business because of excellent product and service delivery. This role acts as a single point of contact for clients and actively fosters and builds a culture of client care, by providing personalised, exceptional, high quality and responsive service.

The position is expected to work from a variety of CIT Campuses with access to ACT Government flexible working arrangements. The Pathways, Business and Leadership (PBL) College is headquartered at the Woden campus.

RESPONSIBILITIES

- Support the client and learner delivery services for Government and Public Sector and other fee for service courses undertaken by the PBL College.
- Manage calendar programs for Government and Public Sector and other fee for service portfolio of courses.
- Raise awareness of the Government and Public Sector and other fee for service portfolio of courses by promoting relevant products, services and opportunities to clients.
- Cultivate, maintain, build and enhance client relationships.
- Coordinate client contractual reporting requirements.

- Proactively recognise client needs and with support, broker appropriate solutions.
- Contribute to innovative, creative and cost-efficient solutions for clients.
- Assist with designing robust systems and processes to support the client journey.
- Assist with identifying, managing and mitigating risk for successful project outcomes and driving continuous improvement.
- Act as a point of contact for SME educators and independent contractor facilitators.
- Coordinate invoicing and payments for projects.
- Contribute to routine responses to Requests for Quote and provide information to Request for Tenders.
- Analyse data for trends and, under supervision, write reports to present results and opportunities.
- Identify and action logistical support required for delivering client requirements and where necessary assist with tasks such as developing calendars, contracting facilitators and required project management and administrative tasks.
- Accurately maintain client record management systems.
- Coordinate program resources on the Learning Management System (Engage).
- May provide day-to-day guidance and support to a team member, ensuring effective task delivery and alignment with team priorities.

SELECTION CRITERIA

PROFESSIONAL AND PERSONAL CHARACTERISTICS

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

Behavioural Capabilities

1. Excellent interpersonal and written communication skills and demonstrated capacity to work collaboratively with a diverse range of stakeholders in a fast-paced environment.
2. Demonstrated ability to adjust to new situations and challenges, demonstrating agility, resilience and a continuous improvement mindset.
3. Demonstrated exemplary customer service to maintain and grow client relationships.

Professional / Technical Skills and Knowledge

4. Sound administrative and organisational skills as well as demonstrated ability to be proactive and work autonomously to deliver outcomes.
5. Detailed understanding of VET compliance requirements, processes, and standards.
6. Demonstrated ability to use, collect, maintain and report on data from a range of administrative systems and software applications such as CRMs, MS Office Suite, AI tools and Student and Learning Management System or similar systems.

QUALIFICATIONS AND EXPERIENCE

- Significant experience in business development and project management in the VET sector would be highly desirable.
- Demonstrated ability to model the CIT cultural traits and ACT Public Service values and signature behaviours.

PLEASE NOTE

7. All CIT and ACTPS employees are required to complete a criminal history record check form prior to employment.
8. This position does not require a pre-employment medical.
9. Staff will have opportunities for flexible working options and could include hybrid working, being a combination of working from home, designated office-based work from all CIT Campuses, part-time hours, flexible start, and finish times.

DESIRABLE

- Detailed understanding of CIT compliance requirements, policies and processes.
- Formal qualifications in business administration or project management.
- ACT Working with Vulnerable People registration
- Current Driver's licence.

Office use only

Date Position Description updated: **18/09/2026**

RITM Number: **P69976**

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Marketing, Media and Communications Officer (position number P30917) and indicates how frequently each of these requirements would be performed. Please note that CMTEDD 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	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Frequently
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	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Frequently
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never

MANUAL HANDLING	FREQUENCY
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
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	Occasionally
Exposure to potentially distressing case material	Never

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