POSITION DESCRIPTION

Directorate: Health and Community Services

Division: Office of the Deputy Director-General, Community Services

Business Unit: Office of the Deputy Director-General

Position Title: Executive Officer

Position Number: P40203

Classification: Senior Officer Grade B (SOGB)

Location: Hybrid, 220 London Circuit, Canberra

Last Reviewed: August 2026

DIRECTORATE OVERVIEW

The Health and Community Services Directorate (HCSD) delivers a broad range of health and human services to support the wellbeing of the ACT Community and ensures our public health system meets the community's needs, now and into the future. HCSD provides strategic leadership on policy and population health direction for the ACT health system, ensuring services are innovative, effective, and responsive to community needs.

Alongside health strategy, HCSD is responsible for a range of human services including multicultural affairs, services for older people, housing, women's initiatives, family and domestic violence and homelessness services, and support for children, youth, and families. The Directorate also leads community disaster recovery and Aboriginal and Torres Strait Islander engagement.

HCSD is an inclusive employer where all people are respected and valued for their contribution. We strongly encourage and welcome applications from Aboriginal and/or Torres Strait Islander people, People with Disability, people from culturally and linguistically diverse backgrounds, veterans, mature age workers and lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) people.

BUSINESS UNIT OVERVIEW

The Office of the Deputy Director-General is a critical point of contact for the Directorate by the Ministers and their staff, government office holders, representatives of other ACT Government and Commonwealth agencies, the community sector, and clients.

The Office is a dynamic and outcomes-oriented area focused on delivering high level support to the Executive and Ministers.

The Office consists of the Deputy Director-General, Executive Officer and Executive Assistant.

POSITION OVERVIEW

The Executive Officer works collaboratively within the Office, to support the Deputy Director-General to perform their functions. This includes ensuring effective information flow, identifying

risk issues, triaging matters for attention, and problem-solving challenges. The Executive Officer works closely with Executives, the other executive support staff throughout the Directorate, and the Government, Ministerial and Assembly Business Branch to contribute to the smooth functioning of the Directorate.

WHAT YOU WILL DO

Under the broad direction of the Deputy Director-General, you will:

- Support the Deputy Director-General to plan, manage and develop financial, regulatory, legislative, administrative and digital functions
- Prepare complex written correspondence and briefs and provide high level policy and administrative advice to the Deputy Director-General
- Act on behalf of the Deputy Director-General, with delegated authority, to make decisions, negotiate outcomes and communicate with others
- Prioritise the timely flow of information and communication with the Deputy Director-General including quality assurance and options to progress work
- Liaise with the Director-General's Office, other Executives and Divisions' executive support units, identify and communicate critical issues, and manage issues of sensitivity and confidentiality
- Facilitate effective engagement with Ministers' staff, Commonwealth and state/territory, ACT Government, and non-government agencies, as well as community and private sector stakeholders
- Provide secretariat services with a range of executive-led meetings
- This position does involve direct supervision of staff.

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. Highly developed organisational skills and demonstrated ability to be proactive and flexible to effectively manage multiple tasks and determine priorities while working under pressure and within tight timeframes in a dynamic work environment.
2. Sound knowledge of, or the ability to gain the knowledge of, the structure of the ACT Public Service and government business processes.
3. Highly developed written and verbal communication skills, including in the ability to prepare and review high level briefs, correspondence and messaging.
4. Demonstrated capability to negotiate, communicate, and influence on behalf of the Deputy Director-General and the directorate, and manage sensitive and confidential issues with integrity

Behavioural Capabilities

5. Demonstrated ability to work under limited direction and use sound judgement, including the ability to think strategically and make evidence-based decisions.
6. Demonstrated interpersonal and liaison skills, including the ability to form productive working relationships with a wide range of stakeholders including working with Ministerial Offices, executive and administrative staff across government and external stakeholders.
7. Demonstrated achievement in modelling ethical behaviour and driving team commitment to deliver outcomes aligned to the ACTPS Values and Signature Behaviours and Government priorities, and to achieving consistently high service standards.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Executive Officer 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	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
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent 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 (large buildings or inter-building transit)	Occasionally
Working outdoors	Never

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

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