POSITION DESCRIPTION

Directorate: Infrastructure Canberra (iCBR)

Position Number: P64676

Division: Delivery – Transport and Civil

Classification: ASO6

Branch: Commercial

Location: Canberra City / Hybrid

Position Title: Interface Officer

Last Reviewed: November 2026

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.

DIRECTORATE OVERVIEW

Infrastructure Canberra's (iCBR) vision is to enrich and connect our communities through sustainable and transformative infrastructure, places and spaces. At iCBR, we are the Territory's expert on capital infrastructure, and our purpose is to efficiently develop, deliver and maintain infrastructure, places and spaces with our partners, for our community.
Our strategic priorities:

- Our people and our culture at our heart
- Excellence in service
- Partnering for success
- Better tools for outstanding outcomes.

We value safety, integrity, respect, excellence, innovation and collaboration and we uphold Yindyamarra to respect, honour, be kind, be gentle and be careful in every aspect of our work.

Our core functions:

- Supporting the planning, and leading the procurement and deliver, of government infrastructure programs and projects in partnership with ACT Government directorates.
- Leading leasing and associated property management and maintenance services across the ACT Government property portfolio.
- Leading the development, procurement and delivery of large-scale infrastructure projects for the ACT Government.
- Coordinating and shaping the ACT Infrastructure Plan and Pipeline and developing a portfolio and program management framework to support ACT Government infrastructure initiatives.

- Providing strategic advice, expertise and assurance across the ACT Government and decision-makers, industry and key stakeholders on infrastructure policy, investment, planning, delivery and management.

DIVISION OVERVIEW

Within iCBR, the Delivery - Transport and Civil (T&C) group is responsible for the procurement and delivery of Tier 1 and 2 infrastructure projects for the people of Canberra. This includes projects such as the Light Rail Stage 2 program of works, Roads Infrastructure projects and Waste Infrastructure projects. The division also supports partner directorates, including City and Environment Directorate and the City Renewal Authority, in the delivery of Tier 3 projects through provision of procurement and contract management services. Within T&C there are a range of teams who support the delivery of these projects, including the Program Delivery Office (PDO), the Commercial branch, Civil Infrastructure branch, Transport branch and the Waste Infrastructure Branch.

POSITION OVERVIEW

The Interface Officer supports interface management activities across Infrastructure Canberra projects and programs. The position works with project teams, government agencies, delivery partners and other parties to identify interface requirements and risks affecting project planning and delivery. The role progresses allocated interface matters, maintains project documentation and provides analysis and advice to the Assistant Director, Interface and project teams, escalating significant matters or those requiring management direction.

The primary duties and responsibilities for this position are to, with minimal direction:

- Prepare and manage interface control documents, and interface control registers to record third party interface matters, including temporary land access, construction impacts and/or permanent works on and around third-party properties and land;
- Review and consolidate project and contractor information to identify interface requirements, gaps, inconsistencies and assumptions, and provide analysis and recommendations to interface and project teams;
- Support the assessment and management of changes arising from interfacing projects, programs or external activities, including potential impacts on project scope, cost, program and delivery;
- Engage with key stakeholders and third parties to ensure smooth passage of project works, from planning to delivery;
- Attend on behalf of Infrastructure Canberra meetings with ACT Government agencies, Commonwealth Government agencies, private developers, design and construction contractors, projects team and other relevant stakeholders;

- Prepare and manage meeting minutes and registers to identify, track and manage gaps, inconsistencies, dependencies and assumptions across ACT Government agencies, Commonwealth Government agencies, other stakeholders, existing projects, planned projects and technical aspects of such projects;
- Coordinate and facilitate third-party agreements, including deeds of confidentiality, land consents and licenses. Assist legal counsel to negotiate such agreements with third parties on behalf of project teams;
- Attend Project meetings and other technical, engineering, planning, and design meetings to support discussions with key interfaces;
- Coordinate and facilitate briefings, workshops and site visits;
- Identify, record and manage Project risks and changes relative to interface management;
- Contribute to the identification, management and tracking of key commercial issues relative to interface matters;
- Working closely with the Communications and Engagement team, assist with the management of project requirements in a manner that limits disruption to the Canberra community and local businesses;
- Implement interface activities within requirements of ACT Government and Infrastructure Canberra policies and procedures;
- Liaise closely with other members of Project teams, and other staff and advisers across all areas of the ACT Government;
- Contribute to a collaborative team culture consistent with ACTPS values and undertake other duties appropriate to the role as required; and
- Undertake such other activities related to the Services as required by Infrastructure Canberra.

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 experience in prioritising, coordinating and providing support arrangements for the effective and efficient functioning of a Project Team.
2. Experience in the management, tracking and consolidation of information from multiple sources.
3. Effective communication (verbal and written), interpersonal, liaison and problem-solving skills and the demonstrated ability to prepare classified correspondence, minutes and reports with accuracy and attention to detail.

Behavioural Capabilities

4. Demonstrated professional approach and the ability to engage a broad range of stakeholders to develop and maintain effective working relationships across the government and industry to benefit ACT Government projects.
5. Demonstrated understanding and commitment to the ACT Government and Infrastructure Canberra Values framework, workplace respect, equity and diversity framework, workplace health and safety best practice and industrial democracy principles and practice.

Compliance Requirements / Qualifications

Desirable:

- Experience in an administrative role within a project environment.
- Proven efficiency in the use of various standard computer applications, including Aconex and Objective or the ability to learn.
- Proven efficiency in the use of consultation management software, including Consultation Manager or the ability to learn.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of this role 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	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)	Occasionally
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
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	Occasionally
PHYSICAL DEMANDS	**FREQUENCY**
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Occasionally
MANUAL HANDLING	**FREQUENCY**
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Never
Bending/squatting	Never
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	Occasionally
Exposure to potentially distressing case material	Never
OTHER	**FREQUENCY**
Uniform required	Never
Personal Protective Equipment (PPE) required	Occasionally