CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Senior Communications and Engagement Officer

Classification: Administrative Services Officer Level 6

Position number: P42972, Several

Division: Chief Operating Officer

Business unit: Communications, Engagement and Media

Location: Dickson/hybrid

Reports to: Assistant Director, Strategic Communications and Engagement

Date last reviewed: November 2026

Position requirements: See compliance requirements/qualifications

DIRECTORATE OVERVIEW

The City and Environment Directorate (CED) brings together the people, services and systems that shape Canberra's future. We are a new directorate with a bold purpose: to deliver smarter, more connected services that respond to the needs of our Territory and community.

CED was established to align planning and transport, improve efficiency of development decisions, support environmental management, consolidate city services operations, and strengthen how government connects with the community. Our work spans the natural and built environments, city and transport services, and regulatory and customer service functions.

We are here to:

- Deliver streamlined, customer-focused services.
- Align planning, transport and environmental stewardship.
- Consolidate operations for greater efficiency and impact.
- Make government services more accessible, transparent and trusted.

At CED, we put people and place at the centre of everything we do. Whether shaping policy, maintaining public spaces, designing transport networks or supporting regulatory access, our people contribute to a connected, inclusive and resilient Canberra.

DIVISION OVERVIEW

The Chief Operating Officer (COO) Division within the City and Environment Directorate (CED) is a corporate services hub that underpins the directorate's ability to deliver connected, customer-focused services. Its responsibilities are broad and strategic, covering the following key areas:

- People, Safety and Culture
- Governance, Ministerial and Coordination
- Communications
- Strategic Policy and Programs

The Chief Operating Officer Division provides essential corporate and strategic services that enable the directorate to operate effectively and deliver on its commitments. The Communications, Engagement and Media Branch manages internal and external communications, media relations, and digital campaigns to ensure clear messaging and stakeholder engagement.

The Governance, Ministerial and Coordination Branch oversees ministerial services, governance frameworks, and emergency management, while also managing sustainability initiatives and fleet operations to maintain compliance and resilience. The People Safety and Culture Branch focuses on workforce capability, employee relations, and health and safety, driving cultural development and supporting staff wellbeing through learning and development programmes. Finally, the Strategic Policy and Programs Branch leads policy development and program delivery, including major initiatives such as the Better Regulation Taskforce, ensuring strategic alignment and continuous improvement across the directorate. Together, these branches form a cohesive Division that underpins operational excellence, organisational capability, and stakeholder trust.

BUSINESS UNIT OVERVIEW

Our role is to ensure the Canberra community is well informed on government programs, policies and services, and has meaningful opportunities to inform decision making. We listen to the people of Canberra and are their voice in government. We value ongoing learning and will support you to grow your career. Working with us, you will ensure the right information is provided to the right audience, at the right time. You will:

- bring an audience-first lens to your work, informed by research, insights and evaluation
- work with stakeholders in partnership with a strong client service ethic
- enjoy working in a fast-paced environment, be flexible and open to change
- be supported by whole of government guidelines, policies and procedures, and guided by an annual whole of government communications and engagement plan.

POSITION PURPOSE

The Senior Communications and Engagement Officer position supports the planning, development and delivery of communication and engagement activities for the City and Environment

Directorate. The position will work collaboratively across the broader Communications, Media and Engagement Branch along with our policy and operational line areas, to support the City and Environment Directorate on how to best inform and engage with the Canberra community.

DUTIES / RESPONSIBILITIES

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

1. Develop and implement communication and engagement strategies, plans and products to support Directorate priorities.
2. Create, edit and deliver high-quality content across a range of communication channels and audiences.
3. Provide strategic communications advice and support to business areas, senior leaders and stakeholders.
4. Establish and maintain effective business partnerships and work collaboratively with stakeholders, subject matter experts and multidisciplinary teams to deliver communication and engagement outcomes.
5. Monitor, evaluate and report on communication activities and use insights to support continuous improvement.
6. Work collaboratively across communications teams and contribute to broader branch priorities and surge activities as required.
7. Ensure all communications and engagement is purposeful and driven by the Directorate's strategic objectives and vision.
8. Model behaviours consistent with the ACT Public Service Respect, Equity and Diversity Framework and contribute to a safe, inclusive and positive workplace culture.
9. Maintain records and information management practices in accordance with the Territory Records Act 2002.
10. This position may be required to support and participate in the Public Information Coordination Centre (PICC) during Territory emergencies.
11. This position does not involve direct supervision of staff.

SELECTION CRITERIA (CAPABILITIES)

Provide concise evidence of your **skills, knowledge and behaviours** against the duties above and the ACTPS Shared Capability Framework.

Professional / Technical Skills and knowledge

- Proven experience in strategic planning for communications, and a track record in developing and implementing integrated communications strategies within set deadlines, including managing associated issues and establishing priorities.

- Demonstrated experience in stakeholder engagement skills, with demonstrated ability to liaise and negotiate with sensitivity to Directorate issues.

- Demonstrated experience in creating content for different channels and audiences that is informed by research, insights, and evaluation.

- Proven experience managing multiple concurrent media and project deadlines/priorities.

- Proven writing and editing skills, and the creativity to identify and exploit digital and other media promotional opportunities.

- Demonstrated ability to liaise and negotiate effectively with a range of internal and external stakeholders.

- Demonstrated high work ethic, ability to meet deadlines under supervision, exercise initiative in a complex and dynamic work environment.

Behavioural Capabilities

- Collaborative and adaptable when priorities change and is solution focussed to offer ideas to improve efficiency and effectiveness.

- Understanding of and demonstrated commitment to the implementation of the ACTPS Values, Code of Conduct, Respect, Equity and Diversity Framework and Workplace Health and Safety initiatives

- Demonstrated ability to collaborate with the Communications, Engagement and Media Branch, CED and ACT Government based on the ACT Government Signature Values and Behaviours and the Directorate culture as described in the Branch Overview.

Qualifications/Requirements

- Relevant tertiary education qualifications and a minimum of three years' experience working professionally in the fields of Communications, Marketing, Public Relations, Engagement or a related field is highly desirable

- Accreditation under the International Association of Public Participation (IAP2) is desirable.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- Relevant tertiary qualifications in communications and/or public relations is highly desirable.

- The successful applicant may need to be available for occasional weekend and after-hours work including being on an optional on-call roster.
- Visa holders are eligible to apply for both permanent and temporary roles. Those with eligible visas may be considered for permanent employment, while individuals with temporary residency or limited-duration visas may be offered permanent employment for the duration of their visas.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Senior Communications and Engagement Officer (position number P42972, Several) and indicates how frequently each of these requirements would be performed. Please note that CED 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 ***The position in an activity based work environment***	Never

STANDARD HOURS	**FREQUENCY**
Flexible working hours (access to flex time)	Frequently
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	Occasionally
Frequent paid 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	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	Never
Exposure to potentially distressing case material	Never

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