

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position Title: Executive Assistant

Business Unit: Executive Office

Classification: Administrative Services Officer
Class 6

Position Hours: Full time (36.75pw)

Position Number: P48064

Reports to: Divisional Business Manager

Division: Strategic Finance and Business
Operations (SFBO)

Location: Dickson, ACT

Last Reviewed: 08/07/2026

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

Strategic Finance and Business Operations

The Strategic Finance and Business Operations (SFBO) Division is a fast-paced work environment with direct responsibility for: financial management and reporting; strategic finance; capital works reporting; strategic asset management; procurement, grants and contracts; insurances and claims; facilities, fleet and sustainability. Being part of this fantastic team gives you visibility of the financial and other corporate services the Strategic Finance Division provides to the directorate, with a breadth of work that is diverse and interesting.

The SFBO Division is new, with a positive and people-focused culture to support business areas to deliver outcomes for the community in a cost-effective way.

POSITION PURPOSE

Executive Assistant provides high-level, confidential executive and administrative support to enable the effective operation of the Executive Office and the broader Division.

The position is responsible for managing the Executive's diary, inbox, meetings, correspondence, information flow and priority actions, while exercising sound judgement, discretion and initiative in a fast-paced government environment.

The role requires professionalism, strong organisational capability, attention to detail, confidentiality and the ability to anticipate issues, manage competing priorities and maintain effective office systems.

The position contributes to a positive, collaborative and service-focused culture within Strategic Finance and Business Operations and supports continuous improvement in executive office practices, information management, templates, tracking tools and administrative processes.

This position is responsible for:

- Providing high-level confidential executive and administrative support to the Executive Group Manager, including diary and inbox management, scheduling meetings, coordinating appointments, managing enquiries and prioritising matters requiring attention.
- Quality assuring correspondence, ministerial and other briefs, meeting papers, reports and other documentation, including tracking actions, following up input, preparing drafts and ensuring material is accurate, complete and provided within required timeframes.
- Act as a professional liaison point for the Executive Office, working with senior executives, divisional staff, ministerial and government business teams, corporate areas and other internal and external stakeholders.
- Provide secretariat and meeting support, including preparing agendas and papers, taking minutes, recording decisions and action items, and following up progress.
- Critically review information submitted to the Executive to identify urgency, relevance, completeness, accuracy and any matters requiring escalation or further input.
- Maintain effective office systems, records, registers and tracking tools to support timely responses, transparent workflows and good information management.

- Contribute to improvements in executive office systems, templates, processes and administrative practices to support efficient and consistent service delivery.
- Work collaboratively with colleagues across the Division and Directorate, contributing to a respectful, inclusive and high-performing team culture.
- Undertake other duties appropriate to the classification level, as directed.
- Maintain records in accordance with the Territory Records Act 2002.
- This position does not involve direct supervision of staff.

DUTIES/RESPONSIBILITIES

Professional / Technical Skills

- Demonstrated experience providing high-level executive, administrative or business support to a senior executive or manager in a busy office environment.
- Strong organisational and task-management skills, including the ability to manage competing priorities, coordinate workflows, meet deadlines and maintain effective office systems with limited supervision.
- Well-developed written and verbal communication skills, including the ability to prepare, review and coordinate correspondence, meeting papers, minutes and records with accuracy and attention to detail.
- Sound judgement and discretion, including the ability to handle sensitive and confidential information.
- Sound knowledge of ACT Government administrative processes, including ministerial and Assembly business, records management, procurement, finance, governance, reporting and correspondence tracking.
- Demonstrated capability using Microsoft Office applications and electronic records or document management systems, with experience using Objective desirable.
- Proven capability to effectively work as part of a team, to use own initiative and to work independently when necessary.

Behavioural Skills

- Demonstrated professionalism, resilience and flexibility, including the ability to adapt to changing priorities, remain composed under pressure and deliver quality outcomes.
- Strong interpersonal and liaison skills, including the ability to build productive working relationships with senior executives, colleagues, stakeholders and corporate support areas.
- Demonstrated initiative and problem-solving capability, including the ability to anticipate needs, follow up issues, improve administrative practices and support smooth office operations.

- A collaborative and service-focused approach, with a commitment to contributing positively to team culture and supporting shared divisional and directorate outcomes.
- Demonstrated commitment to ACT Public Service values of Respect, Integrity, Collaboration and Innovation, and to workplace respect, equity and diversity, work health and safety and industrial democracy principles.

Compliance Requirements / Qualifications

- Relevant experience in executive support, office administration, government business coordination, records management, finance, procurement or business support is highly desirable.
- Experience using Objective, Microsoft Outlook, Word, Excel, Teams and other standard digital tools is highly desirable.

SELECTION CRITERIA

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

1. Demonstrated experience providing high-level confidential executive, administrative or business support to a senior executive or manager in a busy government or office environment.
2. Well-developed organisational skills, including the ability to manage competing priorities, coordinate workflows, track actions, meet deadlines and maintain accurate office systems and records with limited supervision.
3. Strong written and verbal communication skills, including the ability to prepare, review and coordinate correspondence, briefs, meeting papers, reports, minutes and other documentation with accuracy and attention to detail.
4. Demonstrated ability to exercise sound judgement, discretion and initiative when managing sensitive information, identifying urgent matters, escalating issues and supporting timely decision-making.
5. Strong interpersonal skills, including the ability to liaise professionally with senior executives, colleagues and stakeholders, build productive relationships and contribute to a respectful and collaborative team culture.
6. Demonstrated understanding of, or ability to quickly acquire knowledge of, ACT Government administrative processes and a commitment to ACTPS values, workplace respect, equity and diversity, work health and safety and industrial democracy principles.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Executive Assistant (position number P48064) 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	Frequently
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation <i>The position in an activity based work environment</i>	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	Occasionally
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)	Never
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	Occasionally
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	Occasionally
Exposure to potentially distressing case material	Never

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