

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Special Project Officer	Location: Activity Based Work, Canberra
Classification: Administrative Service Officer6	Reports to: P36047 – Business Manager
Position number: P38350	Date last reviewed: July 2026
Division: City Operations	Position requirements: Nil
Business unit: Sport and Recreation Facilities	

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

City Presentation is a Branch within the City Places and Infrastructure responsible for the planning and management of urban parks and the public domain, urban lakes, sports grounds, public open space and city places. It also Canberra's urban trees and promotes appropriate recreational,

educational and scientific uses of our parks and maintains the look of the city and its environments.

BUSINESS UNIT OVERVIEW

Sport and Recreation Facilities is a section within City Presentation area, who is responsible for the management and maintenance of ACT Government Community Sportsgrounds. Sport and Recreation Facilities have a number of different types of sportsgrounds being Enclosed Ovals, District Playing Fields, Neighbourhood ovals and synthetic turf surfaces. Some of the maintenance activities which are undertaken by this section include mowing, cleaning toilets and pavilions, litter collection, line marking, fertiliser application, renovation activities, maintaining garden beds, plus other infrastructure need for sport.

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, safety, excellence and innovation as well demonstrate the related signature behaviours.

POSITION PURPOSE

Sport and Recreation Facilities (SRF) is a dynamic and responsive business unit which provides sporting and recreation services for the community. The Administration Support Officer 6 will be directly responsible for supporting staff in managing the sportsground bookings, be an industry liaison and assist in delivering special projects as directed.

DUTIES / RESPONSIBILITIES

1. Contribute as a member of the Sport and Recreation Facilities team and coordinate with other senior staff and stakeholders to ensure that customer services, key projects, partnerships and administrative services are delivered in a timely and efficient manner.
2. Assist in the preparation of briefs, ministerial responses, submissions and correspondence as directed.
3. Apply strong skills and expertise in client relationships and customer service.
4. Manage the seasonal sportsgrounds allocation process for the Directorate.
5. Support the Sportsgrounds Bookings Office with call handling, enquiries and Sportsgrounds Bookings as directed.
6. Ensure the timely update to the Sportsgrounds Charter and related policies and/or SOPs.
7. Support management with specialised advice related to Sportgrounds Bookings.
8. Assist senior officers in relation to financial management with a focus on payment receipts, account reconciliations and debt recovery.
9. Consistently display high quality and professional customer service principles with a dedication to work responsibilities and a strong work ethic.

10. Deliver high quality and timely customer service in a fast-paced business environment, as well as demonstrated ability to monitor own workflow and ensure close attention to detail.
11. Achieve quality outputs and results through professionalism and understanding in applying public service values and work practices.
12. Undertake other duties, as required.

SELECTION CRITERIA (CAPABILITIES)

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

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

1. Demonstrated capacity to work as a member of a multidisciplinary team in a dynamic, complex environment.
2. Demonstrated experience in managing Sportsgrounds Allocations and Sportsgronds Bookings or the ability to quickly acquire a knowledge.
3. Demonstrated attention to detail and the ability to negotiate outcomes in a time sensitive environment.
4. Knowledge (or ability to quickly acquire a knowledge) of Government processes, resource management, relevant legislation, and best practices.
5. Demonstrated knowledge of the Directorates debt recovery processes or the ability to quickly acquire a knowledge
6. Demonstrated understanding of and commitment to ACTPS values and behaviours, including Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- Permanent Resident of Australia
- Drivers licence (C-class)

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Special Project Officer (position number P38350) 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.

This position will be moving to a new workplace designated for Activity Based Working (ABW) in 2020. ABW is a transformation in the way we work. By creating flexible work places with a variety of different work settings, we are better able to support every kind of employee, their job function, and individual preferences for comfort and space.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Never
<i>The position in an activity based work environment</i>	

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Never
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	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	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Never
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Never
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	Never
Exposure to potentially distressing case material	Never

OTHER	FREQUENCY
Uniform required	Occasionally
Personal Protective Equipment (PPE) required	Occasionally