

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Senior Internal Communications Officer

Business unit: Communications, Media & Engagement

Classification: ASO6

Location: Dickson

Position number: P46120

Reports to: Senior Director, Creative Services and Media

Division: Chief Operating Officer

Date last reviewed: 29 July 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

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 and Engagement 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, while also managing internal communications to keep our workforce informed, aligned and engaged.

- 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

Reporting to the Senior Director, Creative Services and Media, this role supports the delivery of strategic internal communication and engagement responsibilities for the Directorate. Working both autonomously and as part of a team, this position will develop content and implement communication plans in line with the priorities of the Directorate.

DUTIES / RESPONSIBILITIES

1. Coordinate, produce and publish high-quality communications content for the CED workforce audience



2. Write strategic communication messaging for a diverse workforce
3. Develop and publish multi-media content across various communication channels
4. Support whole team responsibilities where required including supporting event management
5. 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.

1. Well-developed written and oral communication skills, with the ability to develop robust communication plans and adapt key messages to suit a wide range of audiences.
2. Experience using digital communications tools, platforms and design products, such as SharePoint, Swift, and Canva.
3. Ability to translate complex information into clear, easy to understand and engaging content for a range of audiences.
4. Ability to prioritise competing deadlines in a busy team environment.
5. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- 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 Internal Communications Officer (position number P46120) 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	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	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	Never
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	Never

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	Never
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	Never
Exposure to potentially distressing case material	Never

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