

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Administration Support

Location: Fyshwick

Classification: Administrative Services Officer 4 (ASO4)

Reports to: Director, Road and Path Maintenance

Position number: P64393

Date last reviewed: 11/08/2026

Division: Roads ACT

Positon requirements: As per compliance requirement

Business unit: Road and Path Network /Road and Path Maintenance

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 Services Division

City Services (CS) delivers a wide range of services which Canberran's rely on every day. These include collecting recycling and rubbish removal, running public libraries, mowing open space, managing our roads, footpaths, and cycle paths. City Services also maintain many of Canberra's lakes, ponds, public open spaces, city places and urban trees. The Division also manages ACT NoWaste.

BUSINESS UNIT OVERVIEW

Roads ACT is responsible for the management of the territorial and municipal roads, national highways, the community paths, driveways, stormwater system, bridges, carpark facilities, traffic signals, streetlights, and associated infrastructure. Roads ACT manage these assets on behalf of the ACT Government for the enjoyment of the Canberra community.

Roads ACT comprises five teams that work closely together to deliver a variety of asset management activities.

- The Road and Path Network business unit looks after maintenance of traffic signals, traffic operations, the road resurfacing program, community path network and car parks.
- The Environment and Utilities business unit undertakes maintenance work on bridges, other structures, dams, streetlighting, stormwater harvesting and the stormwater drainage network.
- The Works business unit undertakes predominantly in-house work, providing a 24/7 incident response service, street sweeping, lines and signs, roadside furniture, road grading and asphalt.
- The Infrastructure Planning business unit develops the capital works program for new assets and looks after strategic asset management planning, infrastructure services planning and technical standards/specifications for infrastructure.
- The Business Support team provides the overall administration requirements of Roads ACT.

POSITION PURPOSE

This position is a key role in the Road and Path Maintenance Team. The individual will assist the team with the daily on-going tasks associated with contract administration, customer enquiries and procurements. The successful candidate will work with a diverse and active team and will be a key player in the daily work being undertaken.

Our work makes a difference to the everyday lives of all Canberrans. You will work on tasks that have a tangible impact on how your friends and family live, move, work, and play in the ACT. Whether it is through planning, interacting with community members, analysing customer data, supporting our staff, or developing innovations – your time, energy and talents will help shape our city's future.

DUTIES / RESPONSIBILITIES

Duties as follows:

- Maintaining records pertaining to contracts including daily costing updates; invoice matching to work orders; tracking of work orders; and review of invoices to ensure accuracy of charges and coding.
- Cost control including monitoring allocated budgets; tracking spends against approved contract value; evaluating progress claims; variations managed as required for contracts and Procurement Plan (expenditure approval) and investigation and implementation of cost optimisation or recovery strategies.
- Prepare works packages for requests for tender, support evaluation processes and ensure contract requirements are met, including contract deliverables to required standards; performance to conditions of contract (formalising amendments)
- Responding to public enquiries through various formats, e.g. Fix My Street, CRM, telephone calls, in person, etc.
- Assist the team with all stages of procurement including seeing quotes, preparation of documentation, evaluations etc.
- 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. Demonstrated ability to deliver high-level research and investigation to solve problems including the ability to learn new software.
2. Demonstrated ability to use initiative and meet deadlines with minimum of supervision while effectively contributing to a small team.
3. Demonstrated communication (oral and written) skills including preparation of complex reports/documents.
4. Demonstrated understanding and commitment to the ACTPS Values framework, workplace respect, equity and diversity framework, workplace health and safety best practise and industrial democracy principles and practise.

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.

- Knowledge and understanding of ACT Government procurement processes (highly desirable)
- Driver's licence (C Class) is essential.
- This position does not require a pre-employment medical.
- This position does not require a Working with Vulnerable People Check.

Behavioural Skills

Service Delivery – provide high quality service in accordance with standards and procedures, program outcomes, and community/stakeholder needs.

Teamwork – Work cooperatively with others and focus on achieving the team's objectives to achieve the best result for customers and the broader community, whilst complying with ACT policies and procedures.

Thinking and Innovating – flexibility when priorities change and adopting a continual improvement approach to further optimise efficiency and effectiveness of programs.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Administration Support (position number P64393) 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	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	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)	Never
Working in a call centre environment	Never
Working directly with the public	Frequently

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	Occasionally

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	Occasionally
Low lighting	Occasionally
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