POSITION DESCRIPTION

Directorate: Infrastructure Canberra

Division: Delivery – Transport and Civil

Business Unit: Program Delivery Office

Position Title: Administration Support Officer

Position Number: P64677

Classification: Administrative Services Officer 4

Location: Canberra City / Hybrid

Last Reviewed: August 2026

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

DIRECTORATE OVERVIEW

Infrastructure Canberra's (iCBR) vision is to enrich and connect our communities through sustainable and transformative infrastructure, places and spaces. At iCBR, we are the Territory's expert on capital infrastructure and our purpose is to efficiently develop, deliver and maintain infrastructure, places and spaces with our partners, for our community.

Our strategic priorities:

- Our people and our culture at our heart
- Excellence in service
- Partnering for success
- Better tools for outstanding outcomes.

We value safety, integrity, respect, excellence, innovation and collaboration and we uphold Yindyamarra to respect, honour, be kind, be gentle and be careful in every aspect of our work.

Our core functions:

- Supporting the planning, and leading the procurement and deliver, of government infrastructure programs and projects in partnership with ACT Government directorates.
- Leading leasing and associated property management and maintenance services across the ACT Government property portfolio.
- Leading the development, procurement and delivery of large-scale infrastructure projects for the ACT Government.
- Coordinating and shaping the ACT Infrastructure Plan and Pipeline and developing a portfolio and program management framework to support ACT Government infrastructure initiatives.

- Providing strategic advice, expertise and assurance across the ACT Government and decision-makers, industry and key stakeholders on infrastructure policy, investment, planning, delivery and management.

DIVISION OVERVIEW

Within Infrastructure Canberra, Delivery - Transport and Civil (T&C) Infrastructure is responsible for the procurement and delivery of Tier 1 and 2 infrastructure projects for the people of Canberra. This includes projects such as the Light Rail Stage 2 program of works, Roads Infrastructure projects and Waste Infrastructure projects. The division also supports partner directorates, including City and Environment Directorate and the City Renewal Authority, in the delivery of Tier 3 projects through provision of procurement and contract management services. Within T&C there are a range of branches who support the delivery of these projects, including the Civil, Transport, Waste Infrastructure and Program Delivery Office (PDO).

POSITION OVERVIEW

The Administration Support Officer sits within the PDO, and reports to the Director, Project Workforce and Information. This role is responsible for the effective and efficient delivery of administrative support for T&C, including recruitment support, data entry, and document filing. The primary duties and responsibilities for this position will include (but not limited to):

- Provide professional, confidential and responsive administrative support to the PDO, managing enquiries and coordinating business support activities.
- Coordinate office administration services, including correspondence, meeting logistics, visitor management, mailbox administration and records management.
- Maintain workforce and business records, registers and information systems, ensuring data integrity and compliance with Directorate requirements and the *Territory Records Act 2002*.
- Coordinate recruitment administration activities across D-T&C, including documentation, scheduling, panel support, stakeholder liaison and register management.
- Coordinate workforce onboarding and offboarding activities across D-T&C, including access requests, ICT equipment, inductions, stakeholder notifications, system access closure and asset return processes.
- Coordinate meetings, events, workshops and engagement activities that support PDO and D-T&C business outcomes.
- Monitor workforce compliance requirements across D-T&C, including mandatory training, qualifications and certifications, and follow up outstanding actions.
- Maintain the D-T&C Core Learning Register, ensuring training records are current and providing regular compliance and capability reporting to leadership.
- Prepare reports, correspondence, briefing materials and workforce information to support business planning, governance and decision-making.
- Develop and maintain productive relationships with internal and external stakeholders to support workforce and business outcomes.
- Identify and implement improvements to administrative processes, systems and practices to enhance efficiency, compliance and service delivery outcomes

WHAT YOU REQUIRE

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

Professional/Technical Skills and Knowledge

1. Demonstrated effective time management skills, with the ability to prioritise competing workloads, manage multiple tasks concurrently, and meet deadlines.
2. Demonstrated ability to provide responsive, professional customer service and build effective stakeholder relationships.
3. Proven ability to coordinate and track critical deliverables in fast-paced and sensitive environments ensuring stakeholders are kept informed of progress and issues

Behavioural Capabilities

4. Sound interpersonal, written and verbal communications skills, including the ability to deal with matters of a sensitive and confidential nature.
5. Demonstrated understanding and commitment to the ACT Government and Infrastructure Canberra Values framework, workplace respect, equity and diversity framework, workplace health and safety best practice and industrial democracy principles and practice.

Compliance Requirements / Qualifications

Desirable

- Experience with Microsoft Office is highly desirable.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of this role and indicates how frequently each of these requirements would be performed. Please note that ACTPS 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	Never
Designated workstation	Occasionally
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	Never
Access to Accrued Days Off (ADO's)	Never

Peaks and troughs	Occasionally
Frequent 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)	Frequently
Working outdoors	Never
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	Never