

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Communications and Engagement Officer

Classification: ASO 5

Position number: P67445

Division: Office of the Chief Operating Officer

Business unit: Communications and Engagement

Location: Dickson

Reports to:

Date last reviewed: September 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.

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. We listen to the people of Canberra and are their voice in government. We value ongoing learning and will support you to grow your career. Working with us, you will ensure the right information is provided to the right audience, at the right time. You will:

- 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

The Communications and Engagement Officer role exists to support the City and Environment Communications and Engagement team in delivering clear, timely, and effective communication that fosters community understanding and participation. This position contributes to the development and implementation of integrated communication strategies and campaigns, ensuring alignment with contemporary practices and digital engagement trends. It plays a key role in preparing high-quality content across multiple channels, managing stakeholder relationships, and responding to requests from executive leadership, government offices, and media. The role also supports emergency communication efforts through the Public Information Coordination Centre when required and provides administrative assistance to the Executive Branch Manager, while upholding ACTPS values and promoting respect, integrity, collaboration, and innovation in all activities.

DUTIES / RESPONSIBILITIES

1. Assist with the production, coordination and implementation of communications strategies and campaigns that include a mix of community engagement activities, public relations, creative development, digital channels and media liaison.
2. Prepare communications content including media releases, function brief packs, website content, publications and newsletter articles, social media, marketing collateral and other content as required.
3. Assist with coordinating responses to requests from Executive, the Minister's office, media and other stakeholders in a timely and professional manner.
4. Support and participate in best practice communications and engagement response at the Public Information Coordination Centre (PICC) in times of a Territory emergency.
5. Provide administrative support across the CED Communications and Engagement Branch.
6. Understand and work within the ACTPS Code of Conduct and model behaviour consistent with the ACTPS Respect Equity and Diversity framework and the values of TCCS – respect, integrity, collaboration, innovation, excellence and safety.
7. Other duties as required.
8. 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.

Professional / Technical Skills and Knowledge

1. Strong written and verbal communication skills and the ability to prepare content for various channels to reach a wide and diverse audience.
2. Sound understanding of contemporary emerging requirements for communications and engagement including the use of social media and digital channels.

Behavioural Capabilities

3. Strong organisational skills and the ability to meet multiple deadlines amid competing priorities.
4. Ability to collaborate and negotiate effectively with a range of internal and external stakeholders.
5. Resilience and the ability to work productively in a high-pressure environment.
6. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- Relevant tertiary education qualifications and/or previous experience working professionally in communication, marketing, media/public relations or a related field is preferred.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Communications and Engagement Officer 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	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	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)	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)	Occasionally
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Occasionally
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	Occasionally
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