



ACT
Government

Infrastructure Canberra

POSITION DESCRIPTION

Directorate: Infrastructure Canberra (iCBR)

Position Number: 68445, Several

Division: Delivery – Transport and Civil

Classification: Administrative Services Officer 6

Business Unit: Program Delivery Office

Location: Canberra City / Hybrid

Position Title: Senior Project Support Officer

Last Reviewed: May 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 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 Yindymarra 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) 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).

WHAT YOU WILL DO

The Senior Project Support Officer (Senior PSO) sits within the PDO, and reports to the Assistant Director, Project Controls.

The Senior PSO provides high-quality project and administrative support to enable effective governance, reporting and project controls activities across the program. The role contributes directly to delivery outcomes on assigned projects, while also providing guidance, mentoring, and quality assurance support to PSOs across other initiatives. Working collaboratively with project teams and stakeholders, the role supports the delivery of reliable information, compliant processes, and consistent project outcomes.

The primary duties and responsibilities for this position are to, with minimal direction:

- Provide administrative and operational support for project meetings and workshops, including coordination, minute-taking, action tracking, inbox management, contractor reporting distribution, and procurement administration.
- Coordinate, draft and quality assure project reporting, including briefings, dashboards, presentations, and governance papers, to support oversight and informed decision-making.
- Act as the central coordination point for project reporting and governance activities, engaging with project teams, functional leads, and contractors to ensure timely and accurate information flows.
- Build and maintain effective working relationships with project team members, functional leads, and contractors to obtain and collate required information.
- Ensure reporting outputs align with ACT Government policies, frameworks, and assurance requirements, including verification of governance and workforce compliance obligations.
- Coordinate quality assurance and review processes to ensure reporting accuracy, consistency, and completeness.
- Maintain project controls artefacts, including registers, records, and documentation, in accordance with established systems and processes.
- Support the facilitation of risk and lessons learnt activities, including workshops and tracking of agreed follow-up actions.
- Identify and implement continuous improvements initiatives for reporting and project administrative processes within the scope of the role.
- This position is responsible for staff supervision and management including but not limited to performance management and identifying areas for professional development.
- Undertake other duties as required.

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. Excellent written and oral communication skills, including the ability to liaise with multiple stakeholders and maintain effective relationships under pressure to meet tight project timeframes.
2. Effective project management skillset, including a demonstrated ability to effectively communicate and prioritise work, set team goals, create plans, meet deadlines and, importantly, align the team to achieve demonstrated and measurable outcomes against Project milestones.
3. Experience in the management, tracking and consolidation of information from multiple sources within a project environment.
4. Demonstrated experience in providing and/or managing support arrangements to assist in the effective and efficient functioning of a business unit including proven efficiency in the use of various standard computer applications.

Behavioural Capabilities

5. Proven experience working with limited direction, as well as part of a small team, to consistently achieve results.
6. 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

Highly Desirable

- Demonstrated experience working in a project environment; and
- Experience using project management and project controls systems, with familiarity in tools such as Objective and Aconex.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Senior Project Support Officer (P68445, Several) 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	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally

Designated workstation	Frequently
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	Never
PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
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	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	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Frequently
Exposure to potentially distressing case material	Occasionally
OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Occasionally