

Directorate: ACT Education Directorate	Position Number: P71344
Division: Infrastructure and Digital Services	Classification: ASO6
Business Unit: Digital Strategy, Services & Transformation	Location: HBCTL, Stirling
Position Title: Program Support Officer	Last Reviewed: May 2026

DIRECTORATE OVERVIEW

The Education Directorate is responsible for early childhood education and care, and school education in the ACT. The Directorate provides school education services to children and young people both directly through public schools and indirectly through regulation of non-government schools and home education.

Our vision is that we will be a leading learning organisation where people know they matter. We focus on creating capable, resilient, and active citizens by placing students at the centre, empowering learning professionals, building strong communities, and systems that support learning.

The Directorate is committed to building a culturally diverse workforce and an inclusive workplace.

BUSINESS UNIT OVERVIEW

Digital Strategy, Services & Transformation (DSST) Branch provides services to the Directorate in identifying, developing, and managing appropriate information and technical resources for corporate and school staff. This includes managing and providing advice on records, copyright, and ICT programs, teaching, and learning systems, business and administration systems and relevant policies and procedures.

POSITION OVERVIEW

The Program Support Officer role sits within Data Insights Services (DIS) and provides high-quality project and program support to enable the effective coordination, governance, prioritisation, and delivery of program outcomes.

The role contributes to ensuring the program meets agreed quality standards and delivers outcomes on time and within budget. This is achieved through building and maintaining strong, collaborative working relationships with stakeholders at all levels across the Branch, Group, and Directorate, as well as consulting effectively with external stakeholders as required.

The Project Administrator also supports governance and secretariat functions, including the accurate coordination of meetings, preparation and management of documentation, and timely follow-up of actions. This support enables informed decision-making and promotes effective program oversight and accountability.

DUTIES AND RESPONSIBILITIES

- Maintain and update project documentation, including project plans, schedules, draft reports, deliverables, and resource plans, and manage risk and issues registers to support effective program delivery.
- Provide secretariat and administrative support, including managing central email inboxes, coordinating meetings, preparing agendas, recording minutes, and tracking and following up action items as required.
- Prepare, coordinate, and distribute project and program materials, including regular status reports and briefing papers, to support transparency and informed decision-making.
- Monitor project and program progress against agreed milestones and timeframes, and proactively escalate emerging issues or risks to the Program Manager.
- Act as a key point of contact for the project team, supporting effective communication, coordination of activities, and information flow across stakeholders as required.
- Undertake project and program support tasks as assigned, contributing to the achievement of program objectives and continuous improvement of processes.
- Work in accordance with, and actively uphold, the ACT Government's Respect, Equity and Diversity Framework and the Directorate's Work Health and Safety policies and systems.

REQUIRED SKILLS

- Demonstrated experience providing project or program support
- Strong coordination and administrative skills,
- Well-developed written and verbal communication skills
- High attention to detail,
- Strong organisational skills, with the ability to manage competing priorities and meet deadlines

SELECTION CRITERIA

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

1. Demonstrated experience providing effective project or program support, including maintaining project documentation, schedules, risk and issues registers, and supporting delivery of outcomes within agreed timeframes and quality standards.
2. Proven ability to provide high-quality administrative and secretariat support, including managing shared inboxes, coordinating meetings, preparing agendas and minutes, tracking actions, and ensuring timely follow-up.
3. Well-developed written and verbal communication skills, with the ability to liaise effectively with internal and external stakeholders, build productive working relationships, and support clear and accurate information sharing.
4. Demonstrated ability to prepare accurate and timely reports and project materials, monitor progress against milestones, identify emerging risks or issues, and escalate appropriately.
5. Demonstrated ability to work collaboratively, exercise initiative within agreed parameters, manage competing priorities, and work in accordance with ACT Public Service values, including the Respect, Equity and Diversity Framework and Work Health and Safety requirements.

MANDATORY REQUIREMENTS

- Australian citizen or permanent resident.
- Prior to commencing this role, a current registration issued under the Working with Vulnerable People (Background Checking) Act 2011 is required. For further information on Working with Vulnerable People registration refer to - [Apply for or renew a WWVP registration - Access Canberra \(act.gov.au\)](#)

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Project Support Officer (position number 71344) 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	Occasionally
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	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Never
Fixed or specified start/finish times	Never

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 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)	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)	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	Occasionally

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Occasionally
Excessive noise	Never
Low lighting	Occasionally
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