



POSITION DESCRIPTION

Directorate: *Infrastructure Canberra (iCBR)*

Position Number: *P65052*

Division: *Delivery – Places and Spaces*

Classification: *Administrative Services Officer Class 5*

Business Unit: *Customer and Asset Management Branch – Community Engagement*

Location: Various Locations - Fyshwick, Canberra City, Gungahlin

Position Title: *Concierge Office Manager and Administrative Support Officer*

Last Reviewed: *16/09/2026*

Position Requirements: *Class C Drivers Licence*

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

Delivery Places and Spaces Group is accountable for whole of life asset management and maintenance and the delivery of property projects and programs.

This includes:

- Property and asset management and maintenance (reactive and planned)
- Commercial, leasing and licencing activities for Government and Community tenants
- Procurement and project management services for property and infrastructure projects
- Delivery of the Electrification of Government Gas Assets Program
- Delivery of the Cladding Rectification Program
- Delivery of the Public Housing Capital Program
- Management of the Canberra Theatre Redevelopment Program

The Group consists of industry professionals with the broad range of skills and expertise required to support whole of life asset management and the delivery of construction and property related projects. Delivery Places and Spaces works collaboratively with others to deliver welcoming and safe places and spaces for the community and Agencies.

BUSINESS UNIT OVERVIEW

The Customer and Asset Management branch is a business unit responsible for delivering property management services on behalf of the ACT Government.

The branch is going through an exciting business improvement program to deliver on client focussed property services undertaken by a professional qualified multi-skilled team using the latest technologies to deliver results. We take pride in having a quality management system across the business.

Our clients are ACT Government business units, not for profit and commercial service providers and the wider ACT community.

Our focus is on delivering cost effective, timely and quality property management services.

Those services include strategic asset management, strategic accommodation and planning and managing existing government and non-government tenancies. In addition, the branch also provides property upgrades and maintenance services (reactive and planned) to all ACT Government Directorates and Agencies.

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 demonstrate the related signature behaviours.

The team you will work in

The Community and Government Engagement Team provides a centralised customer service, business development and lease management area to support and manage tenants, customers, and clients. The team provides professional building management where property and services are provided to government and non-government clients. The team is also the ACT Government's expert manager for commercial leases of third party owned buildings and tenancy agreements for iCBR owned and managed buildings. They are also responsible for number of smaller venues including but not limited to, the Griffin Centre, Yarralumla Woolshed, Transport Depot, Fitters' Workshop and various community halls.

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 demonstrate the related signature behaviours.

POSITION OVERVIEW

Are you ready to be the welcoming face and operational anchor of Canberra's community spaces?

The Griffin Centre is a dynamic community hub supporting a wide range of tenants, service providers, and visitors. We are seeking a proactive, organised and community-focused professional to lead the delivery of high-quality front-of-house, venue support, and administrative services.

Initially, this role will be responsible for reception, bookings administration, tenant liaison, and day-to-day operational coordination at the Griffin Centre. Over time, and depending on business needs, the role may also support the delivery of venue and hub management activities across other community facilities, such as the Gungahlin Community Centre, as part of the broader Venues team within Infrastructure Canberra.

The role provides an essential customer service presence, ensuring enquiries are managed professionally, venue operations run smoothly, and tenants and hirers receive reliable and responsive support. The position will also provide administrative assistance to the Community and Government Engagement team, contributing to efficient systems, streamlined processes, and continuous improvement across venues.

This position is ideal for someone who thrives in a varied environment, is confident working both independently and as part of a team, and takes pride in creating positive experiences for community members, tenants, and stakeholders.

WHAT YOU WILL DO

Working under limited direction the primary duties of the role include:

1. Acting as the central point of contact for tenants, venue hirers, and community members, ensuring their needs are met promptly and professionally.
2. Responding to room booking enquiries and facilitating bookings including undertaking administrative tasks in support of venue hire arrangements such as processing booking forms, confirming bookings and monitoring compliance.
3. Ensuring correct hire fees are charged and invoices are requested and issued in a timely manner, including follow up of outstanding payments.
4. Coordinating operational maintenance and service programs.
5. Participating in Emergency Management Training and acting as Chief or Deputy Fire Warden.
6. Providing ad-hoc general administrative support to the Community Engagement team as required, including monitoring shared email inboxes.
7. Support delivery of venue operations across other community hubs, e.g. Gungahlin Community Centre, as required and within the scope of the role.
8. Undertaking communications and marketing activities related to venue operations, including preparing updates, liaising with internal communications teams, and supporting the promotion of community facilities and programs.
9. Managing ICT-related interfaces relevant to venue operations, including troubleshooting basic system issues, coordinating with ICT support teams, and ensuring booking systems, access systems, and other operational platforms function effectively.
10. Undertaking other duties as directed within the scope of the role, existing skills and adequate training.
11. This position does not involve direct supervision of staff.

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 experience delivering exceptional customer service in a front-of-house or concierge role, with the ability to create a welcoming and professional environment for diverse stakeholders.
2. Demonstrated experience administering room hire bookings in a venue and/or facility environment using a variety of ICT systems including Microsoft Office programs and other databases.
3. Excellent interpersonal and communication skills, both written and verbal, with the ability to build positive relationships with tenants, community members, and colleagues.
4. Demonstrated office administration experience with strong organisational and time management skills, the ability to review processes and implement improvements, including introducing new systems or tools to enhance operational efficiency.

5. Financial literacy and experience in handling financial processes, such as invoicing, payment tracking, and reconciliation.

Behavioural Capabilities

1. Implement policies and procedures and demonstrate observance of continuous improvement activities and quality service delivery.
2. Ability to work both autonomously and collaboratively while contributing effectively to shared team goals, showing integrity, honesty, transparency and accountability.
3. An understanding of and commitment to the ACTPS principles of Workplace Health and Safety, Participative Work Practices and Workplace Diversity.

Compliance Requirements / Qualifications

Current Class Driver's Licence is essential.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Concierge Office Manager and Administrative Support Officer (Position Number 650552) 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	Occasionally
Designated workstation	Frequently

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

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	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	Occasionally
Exposure to potentially distressing case material	Never

OTHER	FREQUENCY
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Occasionally