



POSITION DESCRIPTION

Directorate: Digital Canberra

Position Number: P70312

Division: Corporate Services

Classification: ASO5

Business Unit: Communications and Engagement Branch

Location: Hybrid working arrangements (220LC, Winyu, Bowes Street and work from home)

Position Title: Communications Officer

Last Reviewed: August 2026

Position Requirements:

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](#).

DIRECTORATE OVERVIEW

Digital Canberra leads the ACT Government's technology, digital, data, and cyber security services. We strive to improve the lives of Canberrans through delivering and supporting digital government services that are easy to access, save time, and are safe to use. We achieve this while also looking to the future – making technology investment decisions that will transform Canberra into a genuinely connected city.

Digital Canberra leads the implementation of the [ACT Digital Strategy](#) and [ACT Digital Health Strategy](#), manages ICT infrastructure for our hospitals, schools, and public service, and represents the ACT at national digital, data, and cyber security forums.

Digital Canberra has a diverse workforce across many functions and sites. We have an inclusive culture, and we ensure our people are respected, valued and involved.

DIVISION OVERVIEW

The **Corporate Services Group** provides a range of strategic, organisational, administrative and human resources functions for Digital Canberra. The group encompasses three branches:

- Communications and Engagement
- People and Capability
- Ministerial and Government Services

BUSINESS UNIT OVERVIEW

The **Communications and Engagement Branch** supports Digital Canberra to achieve its objectives and outcomes by providing strategic advice and delivering high-quality communications, engagement, and media outcomes for our stakeholders (both internal and community audiences).

Our role is to improve and strengthen Canberrans' digital engagement with Government by embedding a community lens on the planning, design and delivery of technology solutions that deliver reliable, efficient, and secure digital systems for our community.

We promote the work of Digital Canberra in delivering government priorities and expected outcomes using our whole of government understanding of technology and data needs and capability.

POSITION OVERVIEW

As the Communications Officer, you will support the development, coordination and delivery of effective communication and engagement activities that keep ACT Public Service and Digital Canberra employees informed, engaged and aligned with the organisation's vision and goals.

WHAT YOU WILL DO

As the Communications Officer, you will:

1. Draft communication and engagement products for different audiences and channels.
2. Liaise with colleagues and stakeholders to gather accurate and up to date content.
3. Undertake web publishing and page development using SharePoint.
4. Coordinate engagement activities and events both in person and virtually, including scheduling, drafting agendas, invitations/RSVPs, event logistics etc.
5. Undertake administrative tasks including track workflows/approvals and deadlines, prepare/format documents and presentations, update templates, etc.
6. Maintain a schedule of communication and engagement activities.
7. Assist with coordinating communication plans and community engagement programs when required.

WHAT YOU REQUIRE

The information below describes the capabilities that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Demonstrated success in communication, community engagement and/or administration roles requiring a high level organisational and written skills.

Behavioural Capabilities

1. Exceptional organisational skills, attention to detail and the ability to adapt to changing priorities.
2. The ability to communicate clearly and effectively both verbally and in writing.
3. Strong interpersonal skills and the ability to collaborate with colleagues and stakeholders from a diverse range of backgrounds to deliver optimal work outcomes and foster a positive environment.
4. Commitment to continued learning and development.
5. A customer centric focus.

Compliance Requirements

1. A tertiary qualification in communications, community engagement, public relations, marketing, media or a related discipline will be highly regarded.
2. A Working with Vulnerable People Check, or the ability to obtain and maintain one.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the 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	Occasionally
Designated workstation *	Occasionally

Note: the position works in an Activity Based Work (ABW) environment. Under ABW arrangements, staff do not have a designated workstation/desk.

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
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)	Frequently
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	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	Occasionally
Exposure to potentially distressing case material	Occasionally

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Never