CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Business and Administration Support Officer

Classification: Administration Services Officer Class 5 (ASO5)

Position number: P41876

Division: Environment, Heritage and Parks

Business unit: ACT Parks and Conservation Service

Location: Athllon / Mitchell Depot / flexible

Reports to: Director, Environmental Offsets

Date last reviewed: 7 October 2026

Position requirements: Working with Vulnerable People Check

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.

DIVISION OVERVIEW

What we do

The Environment, Heritage and Parks Group is responsible for building resilience in the landscape, preserving the ACT's heritage, and achieving long-term nature conservation outcomes. We aim to lead the Territory through promoting liveability and wellness and ensuring sustainability. The Division develops, administers and oversees implementation of several key environmental and conservation strategies, policies and plans to support the environment and industry.

We deliver the following functions:

- Planning and policy for natural resource management
- Biodiversity conservation
- Heritage conservation
- Environment protection
- Rural services and agriculture
- Park and conservation services
- Fire and forest management
- Research, monitoring and provision of science advice for conservation.

Environment, Heritage and Parks also support ACT NRM and ACT Heritage.

Who we are

We are a diverse, innovative and professional team of people who come from a wide variety of backgrounds. We welcome people with experience from the community, public and private sectors and believe the more diverse our knowledge base is, the better our results will be.

We value people with innovative and creative ideas, who communicate with candour and respect, and who have the motivation to drive projects from conception through to delivery. We are curious about each other's work and always ask "who else needs to know?"

What we offer

- Interesting and fulfilling work in a unique government environment where you can see the impact you have on the Canberra community.
- The opportunity to work with passionate, innovative and experienced leaders who encourage and support you to develop your interests and expertise.
- A flexible workplace including hybrid work from home arrangements and state of the art accommodation enabling activity-based work.

BUSINESS UNIT OVERVIEW

ACT Parks and Conservation Service (PCS) protects and conserves the natural resources of the ACT, promotes appropriate recreational, educational, commercial, and scientific uses of our parks and reserves, and maintains the aesthetic environmental backdrop to Canberra.

The Environmental Offsets – Planning, Monitoring and Research (Offsets PMR) team sits under the Parks and Partnerships business unit within PCS. It is responsible for delivering commitments linked with development approvals pursuant to the *Environment Protection and Biodiversity Conservation Act 1999* (EPBC Act). Environmental offsets compensate for the impact on Matters of National Environmental Significance (MNES) from development. Environmental offsets are additional land that will be protected from future development and managed to maintain or enhance the MNES in accordance with the EPBC Act. Environmental offset sites also protect other natural and cultural values including locally threatened species and indigenous and historic heritage values.

POSITION PURPOSE

The Environmental Offsets Business and Administration Support Officer is responsible for tracking offset-related budgets and expenditure, leading invoicing and related financial activities, and improving efficiency in this area.

DUTIES / RESPONSIBILITIES

- Undertake financial responsibilities including recording and reporting expenditure, invoicing and providing support to the Environmental Offsets Director and Area Manager with other finance-related tasks.
- Work closely with the Environmental Offsets team, including managers, offset ecologists and rangers, as well as other staff within PCS to support the development of systems and processes to improve and maintain environmental offsets program reporting, governance, and financial compliance.
- Undertake administrative activities supporting the Environmental Offsets team, such as inbox management.
- Ensure that accurate records substantiating all activities are maintained for auditing purposes; and understand and work in accordance with the *Territory Records Act 2002* as well as the ACTPS Code of conduct.
- Model behaviours consistent with the ACTPS Respect Equity and Diversity framework, and the ACTPS values of respect, integrity, collaboration, and innovation.
- 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.

Your suitability for this position will be assessed based on your **skills**, **knowledge,** and **behaviour** in relation to selection criteria below**. Please refer to the advertising materials for information on how to apply.**

Skills and Knowledge

1. Demonstrated ability to perform a range of administrative, clerical, and financial processing tasks under minimal supervision, including invoicing and budget tracking using financial processing systems e.g. APIAS, ORACLE, Converga or similar.
2. Writing skills with the ability to support and lead creation of internal team processes (i.e. Standard Operating Procedures) and contribute to development of varied reports, strategies, and external communications.
3. Proven ability to manage multiple projects and tasks with the capacity to plan and deliver projects and tasks effectively and on time.
4. Proven communication skills, with well-developed interpersonal skills including the ability to liaise and collaborate effectively with internal and external staff and stakeholders.

Behaviour

5. Demonstrated ability to work effectively as part of a team, help others, and contribute to a positive team culture.
6. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, to workplace health, safety, and wellbeing and to maintain records in accordance with the Territory Records Act 2002.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

Essential

- Proficiency in the use of the Microsoft Office suite, including Word and Excel.

Desirable

- Experience with financial processes and APIAS.
- A full Australian driver's licence
- Knowledge and/or experience of conservation land management planning, including programs aimed at protecting threatened species and ecological communities.
- Ability to undertake incident management duties, including participation in fire standby, fire suppression and fire training.

Visa holders are eligible to apply for both permanent and temporary roles. Those with eligible visas may be considered for permanent employment, while individuals with temporary residency or limited-duration visas may be offered permanent employment for the duration of their visas.

This position does not require a Security Clearance

ACT Government

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Business and Administration Support Officer (position number P41876) 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	Occasionally
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation ***The position is in an activity-based work environment***	Occasionally

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	Never
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	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	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