ACT Government
Infrastructure Canberra

POSITION DESCRIPTION

Directorate: Infrastructure Canberra

Division: Delivery – Transport and Civil

Business Unit: Program Delivery Office

Position Title: Project Support Officer

Position Number: P64886

Classification: Administrative Services Officer 5

Location: Canberra City / Hybrid

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 (iCBR) 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 Yindyamarra 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).

POSITION OVERVIEW

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

The PSO provides practical project coordination and administrative support to enable effective reporting, governance, and day-to-day project operations. Working under direction, the role contributes to the delivery of project activities by supporting information management, coordination, and compliance processes. The PSO works collaboratively with project team members and stakeholders to support the timely and accurate delivery of project outputs.

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

- Provide administrative and coordination support for project meetings and workshops, including scheduling, minute taking, action tracking, inbox monitoring, contractor reporting distribution, and procurement administration.
- Support the coordination of project reporting and governance activities by assisting with timelines, inputs, and document collation.
- Build and maintain effective working relationships with project team members, functional leads, and contractors to obtain and collate required information.
- Assist with the preparation of governance reporting by collecting, formatting, and consolidating information in line with established templates, schedules, and processes.
- Support compliance activities by verifying documentation against established requirements and maintaining accurate records within approved systems.
- Prepare draft reports, briefing inputs, dashboards, and presentation materials for review by senior staff.
- Assist with quality checking project documentation and reporting, identifying inconsistencies and escalating issues as required.
- Maintain project control artefacts, including registers, records, and documentation in accordance with established systems and processes.
- Support risk and lessons learnt activities, including workshop coordination and tracking of agreed follow-up actions.
- Contribute to continuous improvement by implementing agreed enhancements to reporting and administrative processes.
- 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. Strong written and oral communication skills, including the ability to liaise effectively with multiple stakeholders to meet project timeframes.
2. Experience in the management, tracking and consolidation of information from multiple sources within a project environment.
3. Demonstrated experience in providing administrative and coordination support to enable the effective functioning of a business unit, including proficiency in standard computer applications.

Behavioural Capabilities

4. Proven ability to work under direction, as well as collaboratively within a small team, to consistently achieve results.
5. Demonstrated understanding of and commitment to the ACT Government and Infrastructure Canberra Values Framework, including the Respect Equity and Diversity (RED) Framework, Work Health and Safety, and a safe, inclusive and respectful workplace.

Compliance Requirements / Qualifications

Highly Desirable

- Experience working in a project environment; and
- Familiarity with tools and systems used in project management, project controls and/or procurement.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of this 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	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	Occasionally
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