POSITION DESCRIPTION

Directorate: Health and Community Services

Division: Office of the Director-General

Business Unit: Office of the Director-General

Position Title: Executive Operations Officer

Position Number: P72602

Classification: Administrative Service Officer Class 6 (ASO6)

Location: Canberra City / Woden

Last Reviewed: October 2026

DIRECTORATE OVERVIEW

The Health and Community Services Directorate (HCSD) delivers a broad range of health and human services to support the wellbeing of the ACT Community and ensures our public health system meets the community's needs, now and into the future. HCSD provides strategic leadership on policy and population health direction for the ACT health system, ensuring services are innovative, effective, and responsive to community needs.

Alongside health strategy, HCSD is responsible for a range of human services including multicultural affairs, services for older people, housing, women's initiatives, family and domestic violence and homelessness services, and support for children, youth, and families. The Directorate also leads community disaster recovery and Aboriginal and Torres Strait Islander engagement.

HCSD is an inclusive employer where all people are respected and valued for their contribution. We strongly encourage and welcome applications from Aboriginal and/or Torres Strait Islander people, People with Disability, people from culturally and linguistically diverse backgrounds, veterans, mature age workers and lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) people.

BUSINESS UNIT OVERVIEW

The Office of the Director-General serves as a key point of contact for Ministers and their offices, government office holders, representatives of ACT and Commonwealth Government agencies, community sector organisations and members of the community.

The Office is a fast-paced, high-performing environment responsible for delivering professional, responsive and high-quality support to the Director-General and Executive. The Office plays a critical role in coordinating executive business, managing stakeholder interactions and ensuring the effective delivery of priorities across the Directorate. A strong commitment to service excellence, professionalism and continuous improvement underpins the work of the Office.

POSITION OVERVIEW

The Executive Operations Officer is responsible for delivering a broad range of administrative, governance and operational functions that support the effective day-to-day operation of the Office of the Director-General.

Reporting to the Head of Office and working closely with Director-General's Executive Assistant, the role undertakes executive office activities, manages competing priorities and contributes to the delivery of a professional, responsive and high-performing environment.

The position requires initiative, sound judgement and exceptional attention to detail, with responsibility for managing sensitive, confidential and politically sensitive matters in a professional and discreet manner. A commitment to service excellence, professionalism and the delivery of high-quality outcomes is essential to success in the role.

WHAT YOU WILL DO

Under limited direction, you will:

- Deliver a broad range of administrative, governance and operational functions to support the efficient and effective operation of the Office of the Director-General, including managing correspondence, records, shared mailboxes and administrative systems to ensure timely action, accurate recordkeeping and compliance with legislative and organisational requirements.

- Undertake administrative activities including invoice processing, procurement support, records management, the maintenance of office systems, registers, databases and other operational tools, and assist with travel arrangements as required.

- Provide high-level secretariat support for meetings and forums, including preparing agendas, coordinating papers, recording minutes, maintaining governance registers and trackers, and monitoring actions through to completion.

- Prepare, draft and quality assure documentation, correspondence, briefs and other written materials, ensuring information is accurate, current and readily available to support executive office operations and business continuity.

- Liaise with internal and external stakeholders and act as a point of contact for executive office enquiries, delivering a professional, responsive and customer-focused service.

- Manage competing priorities, exercise initiative and sound judgement to progress work, resolve issues and deliver outcomes within required timeframes.

- Exercise discretion, professionalism and confidentiality in managing sensitive, confidential and politically sensitive information and matters.

- Work collaboratively with the Head of Office and Executive Assistant to support executive office priorities, continuously improve administrative processes and systems, and contribute to a responsive, efficient and high-performing executive office environment through a commitment to service excellence and high-quality outcomes.

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 providing high-level administrative, operational and executive support within a fast-paced environment, including the ability to effectively plan, prioritise and manage competing workflows to achieve quality outcomes.

2. Highly developed organisational and time management skills, with demonstrated ability to manage multiple competing priorities, exercise sound judgement and deliver accurate, high-quality work within tight timeframes.

3. Demonstrated proficiency in the use of Microsoft Office applications, Microsoft Teams and electronic records management systems, including Objective and/or TRIM, to support efficient and effective business operations.

Behavioural Capabilities

4. Demonstrated ability to build and maintain productive working relationships with internal and external stakeholders, providing professional, responsive and customer-focused service.

5. Proven ability to work independently and collaboratively, exercising initiative, discretion and sound judgement in the management of sensitive and confidential matters within a dynamic executive environment.

6. Demonstrated commitment to service excellence, professionalism and the delivery of high-quality outcomes, consistently applying sound judgement, initiative and a continuous improvement mindset to achieve results in a dynamic executive environment.

7. Demonstrated behaviours consistent with the ACT Public Service Values and Signature Behaviours, comply with the ACT Public Service Code of Conduct, uphold the principles of the ACT Government Respect, Equity and Diversity Framework, and actively contribute to a safe, respectful, inclusive and healthy workplace in accordance with Work Health and Safety obligations.

Compliance Requirements / Qualifications

- Demonstrated experience in a business administration or a coordination role is essential.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Business Administration Coordinator and indicates how frequently each of these requirements would be performed. Please note 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	Never
Sitting at a desk	Frequently
Standing for long periods	Never
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	Never
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	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally

Bending/squatting	Occasionally
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	Occasionally

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