

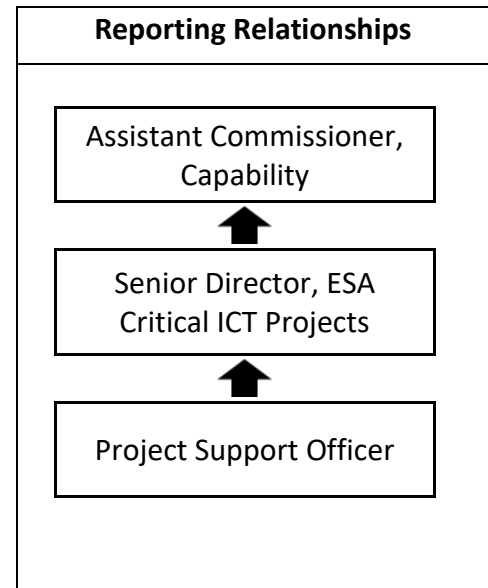


ACT
Government

Justice and Community Safety

POSITION DESCRIPTION

Directorate	Justice and Community Safety
Business Unit/Agency	Emergency Services Agency
Branch	Capability
Position Number	P64435
Position Title	Project Support Officer
Classification	Senior Officer Grade C (SOGC)
Location	Fairbairn
Last Reviewed	June 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

The Justice and Community Safety Directorate (the Directorate) seeks to maintain a safe, just and resilient and inclusive community.

Our purpose is to continuously improve the wellbeing of our community by delivering responsive justice and community safety services that:

- Maintain the rule of law and support a democratic society;
- Strengthens community safety;
- Protects people's legal and human rights and interests;
- Cares for and supporting people who are at a higher risk of vulnerability;
- Enhances timely access to justice;
- Builds community and business resilience to emergencies and disasters/disruptions; and
- Supports formal partnerships and shared decision making with First Nations Peoples.

We will invest in the capability of our people, and we will support them to deliver innovative and sustainable services for our ACT Community.

We will do this by demonstrating strong public sector values and behaviours; we will be community minded; legal and human rights focussed; inclusive and diverse; passionate about our work and we will listen to and genuinely engage with our stakeholders.

The Directorate advises and supports the following ministerial portfolios:

- Chief Minister
- Attorney-General
- Manager of Government Business
- Minister for Gaming Reform
- Minister for City and Government Services
- Minister for Night-Time Economy
- Minister for Police, Fire and Emergency Services
- Minister for Corrections
- Minister for Women
- Minister for Prevention of Family and Domestic Violence
- Minister for Human Rights

BUSINESS UNIT/AGENCY OVERVIEW

The Emergency Services Agency (ESA) is responsible for emergency management and related support arrangements in the Territory. The Agency's four operational services are ACT Ambulance Service, ACT Fire and Rescue, ACT Rural Fire Service and the ACT State Emergency Service.

The Emergency Services Agency undertakes to:

- provide emergency services 24 hours per day every day of the year
- provide its services efficiently and effectively within resource allocations
- ensure that compliance activity meets legislative standards on all occasions
- use best practice in the provision of assistance for emergencies and the conduct of community education and awareness programs; and
- train and equip our people to maintain readiness and deliver emergency services to meet agreed standards and benchmarks.

Further information can be obtained on the ESA Website <http://www.esa.act.gov.au>

BRANCH OVERVIEW

The Capability Branch plays a critical role in directly supporting the overall strategic direction and management of the emergency services, and operational and administrative support services, as outlined in the *Emergencies Act 2004*.

The Capability Branch portfolio encompasses:

- Sustainability and Fleet
- Logistics and Incident Support
- Workshops
- Facilities, Assets and Equipment
- E000 Communications Centre management

POSITION OVERVIEW

The Project Support Officer will work closely with the projects team to support in the delivery of the Sustainable ICT for ESA project encompassing the Computer-Aided Dispatch (CAD), Mobile Data System (MDS), Direct Turnout System (DTS) and Territory Radio Network (TRN).

Reporting to the Senior Director, ESA Critical ICT Projects, the Project Support Officer will assist in the project management, scoping, stakeholder liaison, procurement and coordination providing effective support and facilitating project outcomes.

As part of the team, the position may also perform activities in support of emergency operations.

WHAT YOU WILL DO

Under the general direction of the Senior Director, Emergency Communications and System Assurance, the Project Support Officer will:

1. Assist with the delivery of the ESA Sustainable ICT Program, including coordinating, facilitating work packages and deliverables, schedules and ensuring timely, effective project support of the program.
2. Assist with the management of issues and project activities including procurement processes, stakeholder consultations, budget tracking, documenting and following up on actions and decisions from meetings, in conjunction with specialist support areas including ESA Procurement and Digital Canberra.
3. Participate in and lead project activities to facilitate project outcomes including maintaining project artefacts such as plans, status reports, meeting minutes and registers.
4. Assist in the development of communications for executive, staff and other stakeholders, including contributing to the development of agendas, submissions, reports, briefings and other correspondence.
5. Work collaboratively with stakeholders across the broader Agency, ACT Government and industry to ensure optimal project outcomes through development and maintenance of effective partnerships.
6. Capture, document and file conversations and meetings with internal and external stakeholders to ensure feedback, requests, decisions, and actions are recorded and appropriately managed.

7. Assist with other work including administrative tasks in the project team to ensure project objectives are achieved.
8. Maintain records in accordance with the *Territory Records Act 2002*.
9. 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. Understanding of project management including the ability to prioritise and execute work packages within agreed timeframes to effectively achieve outcomes.
2. Experience in managing multiple priorities under pressure to meet deadlines and the ability to maintain project documentation including project logs/registers, budget and status reports.
3. Highly proficient in the use of the Microsoft Office Suite, including MS Project, MS Teams, information sharing applications such as SharePoint, and Records Management Systems such as HPE Content Manager (TRIM) to store records, share information, and track progress.

Behavioural Capabilities

4. Demonstrated high level written and verbal communication and negotiation skills, and the ability to build and maintain constructive and positive working relationships with internal and external stakeholders.
5. Demonstrated organisational skills and ability to adapt and be flexible to accommodate changing circumstances, multiple priorities and demands.
6. Lead by example to foster a positive culture that recognises and values diversity and uses knowledge of differences to deliver best practice service to all stakeholders.

Compliance Requirements/Qualifications

7. A Diploma, Advanced Diploma or qualifications in project management are highly desirable.
8. Experience working in an emergency service or high-pressure environment would be highly regarded.
9. To be eligible for permanent or temporary employment within the ACT Public Service (ACTPS) you must be an Australian citizen, a permanent resident or hold a valid work visa.
10. If an officer no longer holds a visa that permits them to work in Australia, their employment with the ACT Public Service (ACTPS) will be terminated.
11. Driver's licence C is essential.
12. This position does not require a Working with Vulnerable People Check.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Project Support Officer (P64435) 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	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Frequently

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	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent overtime	Occasionally
Rostered shift work	Occasionally

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	Frequently
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Occasionally
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
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	Occasionally

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	Never

Exposure to potentially distressing case material	Never
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OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Never