

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Business Support Officer

Classification: Administrative Services Officer
Grade 5

Position number: P38604

Division: Territory and Business Services

Business unit: ACT NoWaste

Location: Dickson Office Block and working from home (on request)

Reports to: Assistant Director, Business
Analytic & Support

Date last reviewed: November 2025

Position requirements: Full time

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

Territory and Business Services (TBS) delivers a portfolio of high performing commercial and operational services that combines essential community services with business units operating to commercial standards, delivering efficient, reliable and valued services to a wide range of

customers across the Canberra and surrounding region. The Division consists of Canberra Memorial Parks, Capital Linen Service, Yarralumla Nursery, and ACT NoWaste.

BUSINESS UNIT OVERVIEW

What we do

ACT NoWaste delivers the ACT Government's recycling and waste management program including:

- Strategy, planning and input into waste policy.
- Stakeholder collaboration at a local, regional and national level to reduce waste, increase reuse and recycling, and contribute to action on climate change and the ACT's transition to a more circular economy.
- Design, delivery and evaluation of waste services and infrastructure.
- Service delivery including household collections, waste drop off and recycling facilities.
- Waste education, engagement, behaviour change and communications program.
- Develop, deliver and manage product stewardship programs including the ACT Container Deposit Scheme (CDS).
- Infrastructure management for all Territory-owned recycling and waste management infrastructure.
- Customer service, revenue collection and data analytics.

Who we are

ACT NoWaste is a unique organisation in Australia: we work across both state/territory and local government-level functions, which provides opportunities to deliver sustainable services to the ACT community and influence and contribute efforts to improve waste management outcomes at a local, regional and national-level.

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 with brand new, state of the art accommodation enabling activity-based work in an engaging and creative environment.

POSITION PURPOSE

This role exists to ensure ACT NoWaste's operational systems are accurate, reliable and fully functional to support effective daily service delivery across the business unit. By maintaining high-quality data, supporting system enhancements, strengthening data governance and enabling meaningful data visualisation and analysis, the position underpins evidence-based decision-making and continuous improvement. Its work directly contributes to CED outcomes by improving operational performance, supporting efficient procurement and contract oversight.

DUTIES / RESPONSIBILITIES

1. Monitor and manage the system inbox to ensure timely and accurate responses to customer enquiries; handle customer calls and provide prompt, effective resolutions; proactively engage in stakeholder liaison activities to address and resolve customer issues and complaints; and consistently deliver a highly professional, responsive, and customer-centric service aligned with organisational standards and service-level agreements.
2. Support financial management functions within ACT NoWaste, including but not limited to processing account applications, monitoring customer activities, assisting with monthly billing processes, amending invoices as required, and performing other related responsibilities to ensure accurate and efficient financial operations aligned to waste management operations.
3. Contribute to data reconciliation processes to maintain integrity and accuracy across multiple systems; assist in executing account audits to ensure compliance with financial and operational standards; generate detailed analytical and performance reports as required; and collaborate with relevant stakeholders to identify discrepancies, implement corrective actions, and strengthen internal controls.
4. Support the daily operations of the Weighbridge System and Waste Services Management System (WSMS); monitor and oversee system functionality, including but not limited to facilitating user acceptance testing (UAT) and maintaining up-to-date documentation for all systems; identify and report system issues, escalating to the appropriate teams as required; and collaborate with internal and external stakeholders to troubleshoot technical problems and assist with remediation activities to mitigate system risks.
5. Actively participate in the analysis of ACT NoWaste business practices and procedures with a specific focus on continuous improvement and the achievement of operational service excellence; and demonstrate a sound understanding of, and ability to apply, relevant policies, procedures, and regulatory requirements in all interactions and decision-making processes.
6. This position does not involve direct supervision of staff.

SELECTION CRITERIA (CAPABILITIES)

Provide a concise statement (maximum 2–3 pages) demonstrating how your skills, knowledge, experience and behaviours align with the duties of the position, the ACTPS Shared Capability Framework, and the selection criteria. Use clear, evidence-based examples that showcase your

suitability for the role and your capacity to meet the requirements outlined in the selection criteria.

1. Demonstrated ability to deliver professional and customer-focused service through timely responses to enquiries, effective issue resolution and proactive stakeholder engagement.
2. Skilled in supporting financial operations, including account management, billing processes, invoice amendments and ensuring compliance with financial standards.
3. Proven experience in managing and supporting multiple IT systems, including monitoring functionality, identifying and escalating issues and maintaining accurate documentation.
4. Strong capability in data reconciliation, auditing and reporting, supported by intermediate Microsoft Excel skills, to maintain data accuracy and integrity across systems, with a focus on corrective actions and strengthening controls.
5. Committed to achieving results with integrity by applying policies and procedures, managing resources effectively, and driving continuous improvement through innovative business practices and workflow enhancements.
6. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- Proficiency in the use of Microsoft Office suite package.
- Experience with Salesforce or a similar Customer Relationship Management (CRM) system would be highly regarded.
- 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 Working with Vulnerable People Check.
- This position does not require a Security Clearance.

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 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	Frequently
Graphical/analytical based	Frequently

Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Never
<i>The position in an activity based work environment</i>	

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	Occasionally
Access to Accrued Days Off (ADO's)	Occasionally
Peaks and troughs	Frequently
Frequent paid overtime	Occasionally
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	Frequently
Working directly with the public	Frequently

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

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Never
Lifting 10kg+	Never
Climbing	Never
Reaching	Never
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	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	Occasionally
Exposure to potentially distressing case material	Never

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