

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Senior Project Officer, Service Design and Delivery

Location: 480 Northbourne Avenue, Dickson/
Working from Home

Classification: ASO6

Reports to: Assistant Director, Service Design and Delivery

Position number: P50042

Date last reviewed: 07/08/2026

Division: Territory and Business Services

Position requirements: see below

Business unit: ACT NoWaste

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 programs.
- 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 unique in Australia, delivering both state/territory and local government functions. This provides opportunities to deliver sustainable services to the ACT community while influencing waste management outcomes at local, regional, and national levels.

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

The Senior Project Officer works within the Strategic Coordination and Planning team in ACT NoWaste. This is a high performing team delivering complex, innovative, and sustainable recycling and waste management solutions for the ACT community in accordance with the Government priorities and strategic objectives.

The Senior Project Officer requires a broad skillset, abilities, and approach to be effective. This includes supporting the Assistant Director in managing the delivery of complex and multi-faceted projects involving planning, research, analysis, feasibility, business cases, design, piloting, implementation (including procurement), quality assurance and evaluation of services, infrastructure, and systems in accordance with ACT Government and Directorate governance frameworks. This will require critical thinking, qualitative and quantitative analysis, attention to detail, excellent communication, and organisational skills. The Senior Project Officer is expected to work independently and collaboratively with colleagues, external technical experts, and a range of industry and community stakeholders.

DUTIES / RESPONSIBILITIES

Under general direction of the Assistant Project Director, the Senior Project Officer:

- Assist in the development and preparation of procurement and contract documentation, including the preparation of business cases, tender documentation, and supporting materials.
- Support the administration, governance, reporting, and delivery of programs and projects, ensuring compliance with organisational policies, procedures, and reporting requirements.
- Contribute to the planning, coordination, and delivery of projects that support the design and implementation of innovative, sustainable, and integrated recycling and waste management.
- Undertake research, data collection, analysis, and evaluation to inform project planning, business decisions, solution design, and project outcomes.
- Develop, maintain, and foster effective working relationships with internal and external stakeholders to support collaboration, stakeholder engagement, and successful project delivery.
- Prepare high-quality briefings, correspondence, meeting minutes, discussion papers, submissions, reports, and other documentation with a high degree of accuracy and attention to detail.
- Contribute to continuous improvement initiatives, quality assurance processes, and the development of effective business practices and procedures.
- 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.

1. Demonstrated ability to deliver effective verbal and written communications, including preparing briefs, submissions, reports, project documents and delivering presentations.
2. Experience in developing community-focussed solutions, through the application of critical and evidence-based analytical thinking to problem solve.
3. Demonstrated ability to use project management and procurement frameworks to plan, manage and deliver outcomes.
4. Ability to establish and maintain relationships with internal and external stakeholders to manage complex issues and progress projects outcomes.
5. Demonstrated ability to work independently and as part of a team to deliver project outcomes.
6. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- Tertiary or other qualifications relevant to the position are highly desirable.
- Driver's licence is useful but not essential.
- There is a requirement to wear personal protective equipment (PPE) including high visibility clothing and to conform to environmental and other waste and recycling site safety when visiting waste management sites.
- 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 pre-employment medical.
- 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 of Senior Project Officer, Service Design and Delivery (position number P50042) 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	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Frequently
<i>The position in an activity based work environment</i>	

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Never
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	Frequently
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	Occasionally
Lifting 10kg+	Never
Climbing	Occasionally
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
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	Occasionally
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	Occasionally
Personal Protective Equipment (PPE) required	Occasionally