



POSITION DESCRIPTION

Directorate: ACT Education Directorate

Position Number: 72344

Division: Service Design and Delivery

Classification: ASO3

Business Unit: Education Programs and Services

Location: Hedley Beare Centre for Teaching and Learning, Stirling

Position Title: Head Start Engagement and Coordination Officer

Last Reviewed: August 2026

Position Requirements: Permanent resident of Australia, Working with Vulnerable People (WWVP) registration, Drivers Licence.

DIRECTORATE OVERVIEW

The Education Directorate (The Directorate) is responsible for early childhood education and care, and school education in the ACT. The Directorate provides school education services to children and young people both directly through public schools and indirectly through regulation of non-government schools and home education.

Our vision is that we will be a leading learning organisation where people know they matter. We focus on creating capable, resilient, and active citizens by placing students at the centre, empowering learning professionals, building strong communities, and systems that support learning.

The Directorate is committed to building a culturally diverse workforce and an inclusive workplace. As part of this commitment, we strongly encourage people from an Aboriginal or Torres Strait Islander background, and/or people with disability, to apply.

Further information about working in the ACT Public Service and the Education Directorate can be found at <https://www.jobs.act.gov.au/about-the-actps> and <https://www.education.act.gov.au/>

BUSINESS UNIT OVERVIEW

The Education Programs and Services (EPS) Branch is an operational team delivering universal learning and well-being strategies, frameworks, policy and programs. The work of the team is multifaceted and supports ACT public schools through policy development and implementation, as well as program design, delivery and management, and the development and delivery of professional learning activities in areas such as, but not limited to:

- Aboriginal and Torres Strait Islander Education
- Careers and Vocational Pathways

- Care and Use of Animals in Schools
- Excursions and Physical Activities
- International Education
- Instrumental Music Program
- Languages Education
- Pre Learner Licence Course
- Religious Education.

EPS also has responsibility for supporting key events on the ACT public school calendar, such as the Year 10 Excellence Awards and the Canberra CareersXpo.

EPS supports schools to implement vocational and career education initiatives. Our team works collaboratively with schools to provide opportunities for students to participate in programs, including Australian School-based Apprenticeships (ASbAs), Vocational Learning Programs (VLPs), and the Understanding Building and Construction Program (UBCP) – Try-a-Trade initiative.

We also support Vocational Education and Training (VET) in secondary schools, career education, and student transitions, focusing on designing, developing, and implementing improved programs and processes for ACT school communities.

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 demonstrate the related signature behaviours.

POSITION OVERVIEW

The Head Start Engagement and Coordination Officer will be a key member of the VET in Schools team within the Education Support Office, providing support to the Head Start team.

The Head Start Program provides senior secondary school students with the opportunity to undertake an Australian School-based Apprenticeship (ASbA) while completing their ACT Senior Secondary Certificate. Head Start students are provided with personalised career education and mentoring throughout the program, and employers receive coaching and support to ensure students get high quality on-job learning in a safe and secure working environment. Head Start students are carefully matched with employers in occupation areas that align with job demand and/or growth in our region, and the Head Start team will work with local employers to strengthen school to industry partnerships.

You will be required to provide administrative, project and stakeholder support to the Head Start team to facilitate the successful delivery of the program. The role requires strong organisational and communication skills, the ability to engage confidently with students, schools, industry and government stakeholders, and a proactive approach to coordinating events, projects and operational activities. The position supports business processes, maintains accurate records and tracking systems, and contributes to positive outcomes for students through effective collaboration and service delivery.

You will have the opportunity to work collaboratively with ACT public schools, students and their families, employers, registered training providers, and a range of service providers as required, to support engagement and positive outcomes for students participating in the program. You will also support the VET in Schools team who is responsible for the growth of ASbAs more broadly in ACT schools, through a continuous improvement lens. This may include provision of advice and support to existing ASbAs and VET in Schools programs across ACT public schools.

WHAT YOU WILL DO

1. Undertake secretariat, administrative support and other duties to support Head Start events, meetings, presentations and project activities.
2. Engage confidently with students and present information to small and large groups to promote Head Start programs and activities.
3. Liaise effectively with a diverse range of stakeholders, including schools, students, employers, registered training organisations and Apprentice Connect Australia Providers (ACAP).
4. Manage administrative and project support functions, including maintaining tracking systems, databases, budgets and project documentation.
5. Undertake key program processes, including four-way agreements and other stakeholder documentation, ensuring accuracy and compliance.
6. Maintain accurate records and demonstrate a high level of attention to detail in all administrative activities.
7. Work independently to manage competing priorities, meet deadlines and contribute to continuous improvement initiatives.
8. Collaborate with team members and stakeholders to support the achievement of Head Start objectives.
9. Utilise Microsoft Office applications and other business systems such as TRIM to support reporting, communication, data management and project coordination.
10. Apply an understanding of ACT Government policies, procedures and administrative processes to support program delivery.

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

11. Demonstrated ability to work effectively under general direction in a dynamic environment, manage competing priorities, apply established procedures and exercise initiative and sound judgement to achieve agreed outcomes within required timeframes.
12. Well-developed verbal and written communication skills, including the ability to liaise with and build productive working relationships with a diverse range of stakeholders, and to prepare clear correspondence, reports, records and administrative documentation.
13. Demonstrated experience providing administrative and coordination support, including organising activities and meetings, maintaining information and record management systems, monitoring and updating documentation, and ensuring accuracy and attention to detail. An understanding of government administrative processes, policies and procedures is desirable.

Behavioural Capabilities

14. Demonstrated ability to exercise discretion and maintain confidentiality when handling sensitive information and matters, while displaying sound judgement and professionalism.
15. Demonstrated resilience, adaptability and problem-solving skills, with the ability to respond to changing priorities, resolve routine to moderately complex issues by applying established guidelines and procedures, and contribute effectively as part of a team.
16. Demonstrated understanding of and commitment to the principles of Respect, Equity and Diversity (RED), ACTPS values and signature behaviours, participative work practices, work health and safety, and ongoing learning and development.

Compliance Requirements / Qualifications

17. Driver's licence, class C.
18. Prior to commencing this role, a current registration issued under the Working with Vulnerable People (Background Checking) Act 2011 is required. For further information on Working with Vulnerable People registration refer to https://www.accesscanberra.act.gov.au/app/answers/detail/a_id/1804

Desirable

19. Demonstrated knowledge of, or the ability to quickly acquire knowledge of Australian School-Based Apprenticeships (ASbAs) in the ACT. This includes an understanding of relevant legislative and regulatory requirements, stakeholder responsibilities, training contract arrangements, and compliance obligations to support the successful participation of students in the Head Start program.
20. Demonstrated proficiency in Microsoft Office applications, particularly Outlook, Word, Excel, PowerPoint and Teams, and the ability to use business systems such as Open Context Manager (TRIM) and databases to support program administration and reporting.

Further Information

21. A Merit Pool will be established from this selection process and will be used to fill vacancies over the next 12 months.
 22. Please submit your response of no more than two pages addressing the Professional, Technical and Behavioural capabilities considering the position overview, together with your current curriculum vitae and names of two referees. Please provide evidence of your suitability for the role by including examples that clearly demonstrate your relevant Skills, Knowledge and Behavioural capabilities as required.
 23. The position is temporary until January 2028, with the possibility of extension or permanency.
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WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of (position number 72344) 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	Occasionally
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 – Activity Based Workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	Occasionally
Peaks and troughs	Occasionally
Frequent 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	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	Never
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
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	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	Occasionally

OTHER	FREQUENCY
Uniform required	Occasionally
Personal Protective Equipment (PPE) required (specific events)	Occasionally