



CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: General Service Officer 5/6
Depot Support Officer

Classification: GSO5/6

Position number: P33864

Division: City Services

Business unit: Place Management

Location: Holder Depot, Various

Reports to: Operations Supervisor

Date last reviewed: 04/06/2026

Position requirements: C Class driver's licence, Asbestos Awareness Card, White Card, Silica Awareness Training

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

City Services Division

City Services delivers a wide range of services which Canberra's rely on every day. These include collecting recycling and rubbish removal, running public libraries, mowing open space, managing our roads, footpaths and cycle paths. City Services also maintain many of Canberra's lakes, ponds, public open spaces, city places and urban trees. The Division also manages ACT NoWaste.

BUSINESS UNIT OVERVIEW

City Presentation is a Branch within the City Places and Infrastructure Division and is responsible for planning and management of parks and the public domain, including lakes, street trees and public open space and city places. It maintains the look of the city and its environs and is responsible for, city rangers and the protection of trees on public and private land.

POSITION PURPOSE

The Depot Support Officer (DSO) is a dynamic role that is pivotal in the operations of a Place Management depot, supporting staff that undertake horticultural maintenance and cleaning services across a region of Canberra. It comprises data input, record keeping, payroll and other administrative functions. This position does not involve direct supervision of staff.

DUTIES / RESPONSIBILITIES

1. Provide administrative support to operational field depots, including collation of data and reporting on operational programs delivered by field staff.
2. Undertake administrative tasks including the maintenance of records, processing of public requests and filing, ordering of stationery, uniforms and materials, minute taking and the processing of invoices.
3. Prioritise and deliver administrative tasks within required timeframes.
4. Assist the depot supervisor with organising daily tasks and coordination of horticultural, weed management, and cleaning services as required and assist with these tasks as required.
5. Undertake all work tasks in accordance with Place Management's horticultural maintenance and cleaning service standards and the Work Health and Safety Act 2011 and assist in staff training, including induction training for new and temporary staff.
6. Consistently deliver high quality customer services to the Canberra community.
7. Contribute to a respectful work culture that ensures equity and diversity for all employees.
8. This position does not involve direct supervision of staff.

Behavioral Capabilities

- Communicates constructively – expresses thoughts and ideas clearly, directly, honestly, and with respect for others and for the work of the team

- Listens actively – can absorb, understand, consider and apply instructions and directions and open to receive constructive feedback
- Cooperates – works well with others to accomplish a job, good team player despite differences, figures out ways to work together to solve problems and get work done
- Flexible – open to different approaches, can easily adapt to different work environments and locations, can roll with the punches, open to trying something new
- Commitment – shows up on time, takes pride in personal presentation, the quality and productivity of work, and an active problem solver

SELECTION CRITERIA (CAPABILITIES)

Provide concise evidence of your **skills, knowledge and behaviors** against the duties above and the ACTPS Shared Capability Framework.

1. Demonstrated experience in the provision of administration support, record management and demonstrated organisational skills and ability to prioritise tasks.
2. Experience in horticulture, weed management and cleaning operations.
3. Well-developed oral and written communication skills.
4. Well-developed computer skills, including experience in the use of databases, Word, Excel and Outlook and the ability to learn new programs and software packages.
5. A demonstrated ability to consistently display high quality customer service principles and attributes.
6. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- Certificate III in Business Administration, equivalent and/or demonstrated experience.
- Fully competent in the Microsoft Office suite
- Driver's licence C is essential.
- WHS Construction Industry Induction 'White Card' is essential
- Asbestos Awareness certificate is essential is essential
- Silica Awareness Training is essential
- Preparedness to wear a uniform
- Be prepared to work anywhere in the ACT
- Ability to undertake the physical requirements of the tasks listed in the Position Description.
- 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 requires a pre-employment medical.
- This position does not require a Working with Vulnerable People Check.

BROADBANDING

For a broad banded GSO5/6 who has been at highest increment point of their broad banded classification for one year, to progress from a GSO5 to a GSO6 they must demonstrate the following:

1. All TCCS mandatory training and tickets related to job role.
2. Demonstrated ability to work safely and observe safety procedures.
3. Demonstrated competency in performing inherent requirements of the role, having completed all mandatory training and hold current required tickets.
4. Attainment of relevant Certificate III qualification (electives to be agreed with manager)

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Depot Support Officer (position number P33864) 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	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Never
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)	Frequently
Peaks and troughs	Occasionally
Frequent paid overtime	Occasionally

Rostered shift work	Never
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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	Occasionally
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Frequently

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	Frequently
Personal Protective Equipment (PPE) required	Frequently