



ACT
Government

Infrastructure Canberra

POSITION DESCRIPTION

Directorate: Infrastructure Canberra

Position Number: P53312

Division: Delivery - Housing

Classification: ASO6

Position Title: Business Support Officer

Location: Canberra City/Hybrid

Last Reviewed: May 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.

WHAT WE DO

Infrastructure Canberra's vision is to enrich and connect our communities through sustainable and transformative infrastructure, places and spaces. At iCBR, we are the Territory's expert on capital infrastructure and our purpose is to efficiently develop, deliver and maintain infrastructure, places and spaces without our partners, for our community.

Our strategic priorities:

- Our people and our culture at our heart
- Excellence in service
- Partnering for success
- Better tools for outstanding outcomes.

We value safety, integrity, respect, excellence, innovation and collaboration and we uphold Yindyamarra to respect, honour, be kind, be gentle and be careful in every aspect of our work.

Our core functions:

- Supporting the planning, and leading the procurement and deliver, of government infrastructure programs and projects in partnership with ACT Government directorates.
- Leading leasing and associated property management and maintenance services across the ACT Government property portfolio.
- Leading the development, procurement and delivery of infrastructure designated by the ACT Government as major programs or projects.

- Coordinating and shaping the ACT Infrastructure Plan and Pipeline and developing a portfolio and program management framework to support ACT Government infrastructure initiatives.
- Providing strategic advice, expertise and assurance across the ACT Government and decision-makers, industry and key stakeholders on infrastructure policy, investment, planning, delivery and management.

DIVISION OVERVIEW

The Delivery - Housing Division leads the ACT Government's public housing capital works program. The division is responsible for delivering new housing infrastructure and maintaining existing assets to ensure safe, sustainable and inclusive homes for the community.

The division oversees the planning and delivery of public housing developments that support growth, renewal, and accessibility objectives, in addition to supporting the ACT Housing Strategy which leads to increasing public housing supply and improving affordability.

We are responsible for the Asset Maintenance of public housing including manage repair and maintenance programs to maintain quality and extend the life of public housing assets.

The division contributes to the ACT Government's broader infrastructure objectives by integrating housing delivery with transport corridors and community precincts embedding principles of sustainability, equity, and liveability in all housing projects.

POSITION OVERVIEW

Reporting to the Executive Officer within the Executive Group Manager's Office of Delivery – Housing division, this position provides high-level executive and business support and leadership to project teams, ensuring effective coordination of branch priorities and timely advice on emerging issues.

The primary duties and responsibilities for this position include:

- Provide high-level business support to the Delivery – Housing division including program administrative support across Delivery – Housing programs and projects.
- Collating and producing information for government business requests including ministerial responses and written reports for various areas for programs and projects.
- Assisting projects in identifying and tracking key dates, preparing and proof-reading progress reports and expediting key actions.
- Coordinate and prepare high-quality written documentation and responses on a range of issues, including reporting against business plans and managing branch deliverables under key organisational frameworks.
- Support in the development and implementation of business systems, processes and workflows improvements to strengthen governance, enhance efficiency, and support innovation across Delivery – Housing.

- Manage HR and recruitment processes for Delivery – Housing and provided secretariat services for a range of divisional and branch meetings, ensuring seamless coordination and delivery of governance and operational support functions.
- Undertake other duties appropriate to this level of classification which contribute to the operation of the section and organisation.
- Understand and work within the ACTPS Code of Conduct and ACTPS values of respect, integrity, collaboration and innovation, and model behaviour consistent with the ACTPS Respect Equity and Diversity framework.
- This position may involve supervision of staff.

WHAT YOU REQUIRE

The following capabilities form the criteria required to perform the duties and responsibilities of the position.

Professional/Technical Skills and Knowledge

1. Demonstrated experience supporting government business processes, including preparing ministerial correspondence, briefings and other time-critical requests, with an understanding of public sector standards, governance and timeframes.
2. Proven ability to prepare clear, accurate and well-structured reports, correspondence and submissions on a range of issues, with strong attention to detail and the ability to meet deadlines.
3. Well-developed organisational skills with demonstrated ability to coordinate multiple tasks and competing priorities, track deliverables, and ensure timely completion of work in a busy environment.

Behavioural Capabilities

4. Demonstrated ability to work effectively in a multidisciplinary team (under general guidance, establish priorities, exercise initiative and capacity to manage a program of work against specified timelines.
5. Demonstrated understanding and commitment to the ACT Government Values framework, workplace respect, equity and diversity framework, workplace health and safety best practice and industrial democracy principles and practice.

Compliance Requirements / Qualifications

Desirable:

- Experience in providing executive and project support in an infrastructure related environment.
- Experience with Microsoft Office is highly desirable.

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 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	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation	Frequently
STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Frequently
Frequent 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	Never
MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Never
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Never
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	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
OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Occasionally