

POSITION DESCRIPTION

Directorate: Health and Community Services
Directorate

Position Number: P65931

Division: Housing Assistance

Classification: Administrative Services Officer
Class 5 (ASO5)

Business Unit: Executive Support

Location: Belconnen and Flexible

Position Title: Executive Assistant

Last Reviewed: September 2026

DIRECTORATE OVERVIEW

The Health and Community Services Directorate (HCSD) delivers a broad range of health and human services to support the wellbeing of the ACT Community and ensures our public health system meets the community's needs, now and into the future. HCSD provides strategic leadership on policy and population health direction for the ACT health system, ensuring services are innovative, effective, and responsive to community needs.

Alongside health strategy, HCSD is responsible for a range of human services including multicultural affairs, services for older people, housing, women's initiatives, family and domestic violence and homelessness services, and support for children, youth, and families. The Directorate also leads community disaster recovery and Aboriginal and Torres Strait Islander engagement.

HCSD is an inclusive employer where all people are respected and valued for their contribution. We strongly encourage and welcome applications from Aboriginal and/or Torres Strait Islander people, People with Disability, people from culturally and linguistically diverse backgrounds, veterans, mature age workers and lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) people.

DIVISION OVERVIEW

Housing Assistance provides social housing and specialist homelessness funding to meet the needs and circumstances of low income and disadvantaged people.

Through strengthening social housing and reducing homelessness, we help alleviate social isolation and build resilience, contributing to a safer, stronger and more inclusive community. A community where everybody has the opportunity for a bright future regardless of their characteristics, circumstances or background.

We are committed to excellence and the highest ethical standards as we focus on client outcomes, respond to individual needs, and steward the public housing portfolio.

Housing Assistance provides housing policy and asset management services, including the sale, purchase and redevelopment of properties.

POSITION OVERVIEW

The Executive Assistant reports to the Executive Group Manager (EGM) for Housing Assistance and works within a fast-paced environment to provide high level administrative support vital to the functioning of Housing Assistance's critical work.

The primary role of the Executive Assistant position is to manage the smooth operation of administrative support functions for the Executive Group Manager. This includes diary management, arranging and scheduling meetings and appointments, and actioning emails and enquiries promptly and efficiently. The role is also required to provide secretariat support for the Division and assist in the coordination and tracking of ad hoc tasks along with Ministerial briefings and correspondence through TRIM.

WHAT YOU WILL DO

- Work under limited supervision to provide high level administrative support to the Executive Group Manager, including diary and inbox management, Division-wide engagement and ad hoc administrative tasks.
- Work with other colleagues in the Office of the Executive Group Manager to triage and track Division priorities, including Ministerial Correspondence, Critical Incidents, Ministerial Briefs, Directorate and EGM Briefs.
- Oversee the management of other administrative process including support for human resources, finance, and procurement functions.
- Provide quality assurance and facilitate EGM clearances.
- Engage and build positive relationships with key internal and external stakeholders across the ACT Government, the Community Sector and members of the public.
- Perform Secretariat responsibilities and facilitate high level meetings and committees with staff across the Division.

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

1. Highly developed communication skills (verbal and written), including high-quality written skills and a capacity to advise, negotiate, consult, and effectively manage relationships with key internal and external stakeholders.

2. Demonstrated ability to work under limited supervision to manage competing priorities in a fast-paced environment.
3. Demonstrated ability to use Adobe Acrobat, TRIM and Microsoft Programs including but not limited to Outlook, Word, Excel, PowerPoint and OneNote.

Behavioural Capabilities

4. Demonstrated ability to establish productive and supportive working relationships at all levels of an organisation to achieve results and manage sensitive issues with integrity.
5. Demonstrated ability to work both independently and effectively within a team that operates in a dynamic environment, including the ability to use team resources effectively.
6. A demonstrated commitment to the ACT Public Service Values of collaboration, respect, integrity and innovation.

Highly desirable

- Demonstrated ability and proficiency in HCSD's record management system TRIM is not required but is highly desirable.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Executive Assistant (position number P31713) 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	Never
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation	Occasionally

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Frequently
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)	Frequently
Working in a call centre environment	Never
Working directly with the public	Occasionally

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

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally

Sequential repetitive movements in a short amount of time	Frequently
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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	Never
Personal Protective Equipment (PPE) required	Never