# CITY AND ENVIRONMENT DIRECTORATE (CED)

# POSITION DESCRIPTION

## POSITION DETAILS

**Position title:** Human Resources Officer

**Classification:** ASO 4

**Position number:** P71313

**Division:** Territory Business Services Division

**Business unit:** Capital Linen Service

**Location:** Mitchell, ACT

**Reports to:** Assistant Director Human Resources

**Position Status:** Temporary

**Position Hours:** Fulltime 36.75/wk

**Date last reviewed:** 28/10/2026

**Position requirements:**

## DIRECTORATE OVERVIEW

The City and Environment Directorate (CED) bring 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 Business Services Division

Territory and Business Services (T&BS) 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.

Canberra Memorial Parks operates the Territory's public cemeteries and public crematorium, providing self-funded, high quality and culturally inclusive interment and memorialisation services across Gungahlin, Woden and Hall through a professionally governed Statutory Authority. Capital Linen Service functions as a major commercial enterprise, supplying more than 120 health, aged care and accommodation providers with ISO certified, high volume linen services, processing over 7,200 tonnes of linen annually through a modern, automated facility that ensures dependable, safe and competitively priced service delivery. ACT NoWaste manages the ACT's waste, recycling and resource recovery systems, delivering efficient, high volume public waste services and leading implementation of the Territory's Circular Economy Strategy to ensure operational reliability, environmental performance and long-term system sustainability. Yarralumla Nursery underpins Canberra's urban landscape through its commercial wholesale plant production enterprise, supplying high quality, climate appropriate plants for government and industry projects and maintaining consistent, reliable output that supports the city's green infrastructure and horticultural standards.

## BUSINESS UNIT OVERVIEW

Capital Linen Service (CLS) operates as a commercial business unit within the ACT Government's City and Environment Directorate (CED).

We have extensive experience and knowledge of the linen hire and laundry services industry and have been delivering linen services and operating an industrial factory across the Canberra region since 1978, servicing more than 120 clients in Canberra and its surrounds.

Our people are our biggest asset and are what make us a great place to work! We take pride in our commitment to deliver the highest standards of quality and reliability and enjoy a healthy team culture.

You can find out more about us by checking out our website

## POSITION PURPOSE

The role of the Human Resources Officer will work as part of a small collaborative team to provide high quality administrative and coordination support in an agile operational environment that enables the HR function to operate smoothly and consistently. Undertaking general administrative support across the full HR spectrum, this role supports processes with recruitment, employee relations and injury management matters, coordinates wellbeing activities and HR communications, and assists with hire-to-retire activities, ensuring accuracy, confidentiality and timely service delivery.

Using ACT Government systems including CHRIS21, Kronos and Objective, this role requires attention to detail, the ability to manage task prioritisation and to work with a high level of confidentiality. Understanding of ACTPS workplace conditions including the ACTPS Enterprise Agreements and other relevant legislation will be frequently utilised.

## DUTIES / RESPONSIBILITIES

Under limit direction from the Director and Assistant Director Human Resources the Human Resources (HR) Officer will support and co-ordinate the following:

**Human Resources administration**

- Provide administrative support to the HR team, coordinating day to day tasks, calendar invites and ensuring timely follow up of actions.
- Manage and triage routine enquiries from employees and managers, providing accurate information within the context of relevant workplace conditions, and escalating complex matters as required.
- Support the administrative management of low risk and less complex HR matters by gathering information, preparing summaries and coordinating next steps with relevant stakeholders.
- Assist with case reviews and action tracking by collating information from multiple sources and maintaining clear status updates to support timely outcomes.
- Manage tracking documentation of external training and staff qualifications.

**Communications co-ordination**

- Manage the HR inbox, including triage, actioning, and responding in a timely manner.
- Draft, format and distribute HR notices and service updates, ensuring messages are clear, consistent, timely and aligned with CLS processes.
- Co-ordinate the CLS newsletter end to end, including sourcing content, maintaining an editorial schedule, proofreading, approvals and distribution.

- Maintain communications records, templates and distribution lists, ensuring version control and appropriate audience targeting.

**Onboarding and employee lifecycle**

- Co-ordinate onboarding administration for new staff, including preparing documentation, scheduling induction activities and ensuring required forms and system actions are completed.
- Liaise with key contacts to coordinate access, equipment, mandatory learning and other commencement requirements to support a smooth start.
- Maintain onboarding checklists and tracking to ensure completion of required steps within agreed timeframes.
- Provide administrative support across other employee lifecycle activities as required.

**Other HR functions as required**

- Provide HR administrative or CLS team support across broader activities during peak periods, absences or changing priorities, and undertaking other duties within capability as directed to support CLS priorities and service delivery.

## SELECTION CRITERIA (CAPABILITIES)

Note: Please address the Professional/Technical/Behavioural skills when applying for this role.

### Professional / Technical Skills

- Demonstrated ability to support staff by interpreting and applying relevant workplace conditions from ACTPS relevant legislation, policy and procedures within established frameworks.
- Proven capability to accurately enter, maintain and extract information from record management and HR systems, analyse information from multiple sources to support case reviews and action tracking, and meet reporting and data collection deadlines.
- Strong record keeping ability, including maintaining tracking spreadsheets and electronic files in line with recordkeeping obligations, with careful attention to detail, privacy, accuracy and confidentiality.

### Behavioural Skills

- Well-developed interpersonal skills with the ability to respond professionally to phone and email enquiries, provide clear information to stakeholders, and maintain a high standard of service.
- Demonstrated ability to plan and prioritise competing tasks in an agile environment while maintaining accuracy, timeliness and careful attention to detail.

- Ability to work effectively both independently and as part of a team, demonstrate professionalism, and contribute to a positive learning and continuous improvement culture.

- Demonstrated understanding and commitment to the ACTPS Values framework, workplace respect, equity and diversity framework, workplace health and safety best practice.

## COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- Experience with ACTPS systems such as CHRIS21, Kronos and Objective is highly desirable.
- Experience with the ACTPS employment framework legislation, policies and procedures (or ability to quickly acquire) is highly desirable.
- Solid experience with Microsoft software including Outlook and Excel is highly desirable.
- 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 Working with Vulnerable People Check.

## WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Human Resources Officer (P71313) 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/Mobile Phone use | Frequently |
| General computer use/in field technology | Frequently |
| Extensive keying/data entry | Occasionally |
| Graphical/analytical based | Occasionally |
| 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 | 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 | Occasionally |
| Requirement to work 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) | Never |
| Working in a call centre environment | Never |
| Working directly with the public | Occasionally |

| PHYSICAL DEMANDS | FREQUENCY |
|---|---|
| Distance walking (on roads, paths or nature strips) | Never |
| Working outdoors | Never |

| MANUAL HANDLING | FREQUENCY |
|---|---|
| Lifting 0 – 5kg | Occasionally |
| Lifting 5 – 10kg | Occasionally |
| Lifting 10kg+ | Never |
| Climbing | Never |
| Reaching | Never |
| 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 | Never |
| 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 or work sites | Never |

| OTHER | FREQUENCY |
|---|---|
| Uniform required | Occasionally |
| Personal Protective Equipment (PPE) required | Occasionally |

ACT Government