CITY AND ENVIRONMENT DIRECTORATE (CED) POSITION DESCRIPTION

POSITION DETAILS

Division: Transport Canberra & Business Services

Branch: Territory & Business Services

Business Unit: Canberra Memorial Parks

Position Title: General Service Officer Level 3/4

Position Requirements: Refer to compliance requirements.

Position Number: P65809

Classification: General Service Officer Level 3/4

Position Status: Temporary Employment – 6 month contract.

Position Hours: 38

Reports to: P26523 (Grounds Manager)

Location: Woden or Mitchell

Last Reviewed: 30/10/2026

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

Territory and 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

The Cemeteries and Crematoria Authority (the Authority) is an independent statutory authority established under the Cemeteries and Crematoria Act 2020 to effectively and efficiently manage public cemeteries and crematoria in the ACT. The Authority currently manages and operates three public cemeteries at Gungahlin, Woden and Hall including the operation of a Crematorium at Gungahlin Cemetery

Canberra Memorial Parks is the public face of the Authority and manages the day to day operations of public cemeteries in the ACT.

Mission

Providing interment and memorialisation services to meet the diverse needs of our community.

Roles of the Authority

To provide the community of Canberra and the Capital Region, with an environment which is presented and maintained to a high standard, for the interment and memorialisation of the deceased at an acceptable cost:

- Ensure the equitable availability of interment options, and maintain burial capacity in the medium to long term for the ACT community
- Operate as an efficient Government business with a strong customer service focus
- Adopt operating practices that safeguard the environment and the health and safety of staff and visitors
- Provide burial and memorialisation options and services that meet the needs of the ACT community
- Maintain burial grounds to a level that meets the expectations of the ACT community.

DUTIES/RESPONSIBILITIES

Key responsibilities include but may not be limited to:

- Provide high quality customer service to customers, suppliers and other agencies/people accessing Cemeteries precincts. This may require assisting visitors to cemeteries with locating graves and other general requests.
- Operate a wide range of plant and equipment related to the operation of Cemeteries, including the use of a ride on mowers, buggies, whipper snippers, blowers & other hand held equipment.
- Perform landscaping and ground maintenance activities including but not limited to mowing, application of pesticides, irrigation work, tree and shrub planting and maintenance, cleaning and road maintenance.
- Use a variety of IT systems to facilitate accuracy and productivity (e.g. irrigation and grave location systems).
- Work as part of a small team or individually across the full range of cemetery activities.
- Maintain records associated with daily and seasonal activities including recoding use of chemicals and
- As part of a small team review procedures and recommend changes to management.

Due to operational requirements you may be required to work at a cemetery which is not your normal place of work.

Note :-

1. **This role attracts a Cemetery Allowance.**
2. **Duties may include after hours and weekend work.**
3. **To be eligible to cross through the soft pay barrier applicants will need to have satisfied requirements of the relevant enterprise agreement including:-**

P5.1.1 satisfied the assessment criteria specified for the broadbanded position; and P5.1.2 P5.1.3 P6.1 been at the 4th incremental point of their broadbanded classification for one year; and demonstrated satisfactory conduct and work performance by complying with:

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

Mandatory

- Current ACT/NSW licence class C minimum is essential.
- White card and asbestos awareness training.
- Silica awareness
- To be eligible for permanent employment within the ACT Public Service you must be an Australian citizen or a permanent resident.

Desirable

- Previous experience in maintaining gardens & turf surfaces in a parkland setting or equivalent.
- Chainsaw – Trim & crosscut fallen trees.
- Chemical user accreditation.
- Backhoe or Excavator operational experience

SELECTION CRITERIA (CAPABILITIES)

1. Ability to exercise initiative and judgement in solving day to day operational problems including good communication and interpersonal skills including the ability to operate in a sensitive environment.

2. Demonstrated experience in the use of maintenance machinery including tractors, mowers and chemical application equipment in a Cemetery or Parkland context and a willingness to undertake training in the use of other equipment as required.

3. Proven experience in and demonstrated knowledge of current horticultural practices in relation to large open space gardens or other parkland like settings.

4. Be a respectful team player and work as an effective member of a small multi-skilled team, or as an individual with minimum supervision.

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

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of General Services Officer Level 3/4 (position number P65809) and indicates how frequently each of these requirements would be performed. Please note that TCCS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone/Mobile phone use	Occasionally
General computer use/in field technology	Occasionally
Extensive keying/data entry	Never
Graphical/analytical based	Rarely
Sitting at a desk	Rarely
Standing for long periods	Frequently
Designated workstation	N/A

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	N/A
Fixed or specified start/finish times	Always
Expected to work extensive hours over a significant period due to the nature of the duties	Rarely
Access to Accrued Days Off (ADO's)	Always
Peaks and troughs	Occasionally
Requirement to work overtime	Occasionally
Rostered shift work/weekends	Occasionally

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	NA
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (on roads, paths or nature strips)	Occasionally
Working outdoors	Always

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg: • Lifting, twisting and turning removing debris from public spaces	Frequently
Lifting 5 – 10kg: • Lifting, twisting and turning putting tools and equipment in racks and shelves	Frequently
Lifting 10kg+: • Lifting bags of cement and fertilizer • Setting up burial equipment • Placement of steel fencing panels • Placing out track mats	Frequently
Climbing	Frequently
Reaching	Frequently
Bending/squatting	Frequently
Push/pull	Frequently
Sequential repetitive movements in a short amount of time: • Raking and shovelling sand/soil	Frequently

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate (For training purpose)	Rarely

SPECIFIC HAZARDS	FREQUENCY
Working at heights:	Frequently

• Climbing in and out of the crew trucks up to approximately 1.5 metres high • Climbing ladders/up onto machinery up to 2 metres	
Exposure to extreme temperatures	Frequently
Working in Hot/Cold temperatures	Frequently
Operation of heavy machinery e.g. Backhoe, tractor, • Work in vehicle up to 4 hours • Prolonged sitting and neck rotation during 8 hour shift • Enter and exit the vehicle 8 to 12 times per day	Frequently
Operation of heavy equipment: • Using a jack hammer, star picket rammer, crow bar or sledge hammer for periods of time • Using a chainsaw for extended periods of time • Using walk behind fertilizer spreaders	Occasionally
Confined spaces	Rarely
Excessive noise	Occasionally
Low lighting	Occasionally
Handling of dangerous goods/equipment: • Fertilizers, chemicals and fuel	Occasionally
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing work sites: • Working around funerals • Exhumations	Occasionally

OTHER	**FREQUENCY**
Uniform required	Always
Personal Protective Equipment (PPE) required	Always