ACT Government
Infrastructure Canberra

Directorate: Infrastructure Canberra (iCBR)

Position Number: P72711

Division: Delivery – Places and Spaces

Classification: ASO6

Business Unit: Arts and Sports

Location: City

Position Title: Senior Officer, Pathways Hub

Last Reviewed: September 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.

DIRECTORATE OVERVIEW

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 with 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 delivery, 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 large-scale infrastructure for the ACT Government.
- 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

Delivery – Places and Spaces Group is accountable for whole of life asset management and maintenance and the delivery of property projects and programs. This includes:

- Property and asset management and maintenance (reactive and planned)
- Commercial, leasing and licencing activities for Government and Community tenants
- Procurement and project management services for property and infrastructure projects
- Delivery of the Electrification of Government Gas Assets Program (including the Heating and Cooling Fund)
- Delivery of the Big Canberra Battery (Stages 1 and 2)
- Delivery of the Cladding Rectification Program
- Management of the Canberra Theatre Redevelopment Program
- Delivery of the Canberra Aquatic Centre
- Delivery of the Kingston Arts Precinct

The Group consists of industry professionals with the broad range of skills and expertise required to support whole of life asset management and the delivery of construction and property related projects. Delivery – Places and Spaces works collaboratively with others to deliver welcoming and safe places and spaces for the community and agencies.

POSITION OVERVIEW

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, and Yindyamarra, as well demonstrate the related signature behaviours.

The Pathways Hub is an ACT Government initiative that will support the construction industry to create social value in the communities in which they build, as well as building the workforce required to deliver the Government's infrastructure pipeline. This initiative is in the form of an integrated and centralised virtual and physical skills, workforce and social procurement hub. Social procurement benefits to be supported by the Hub will typically focus on the creation of employment and training opportunities for underrepresented or disadvantaged people and prospective employers, with a focus on creating mutually beneficial environments that are safe, culturally diverse and productive.

WHAT YOU WILL DO

The Pathways Hub, Senior Officer is a member of a small team and will deliver quality, professional services to support the effective operations of the Pathways Hub. The Senior Officer will be responsible for engaging with and managing key stakeholder relationships with a variety of government and non-government organisations and will play a critical role with respect to program delivery. Additionally, the Senior Officer will provide support for end-to-end operations of the hub, including both the physical location and the associated virtual/online component.

The Senior Officer will work closely with both the Program Director, and Director for the Pathways Hub, whilst reporting directly to the Director.

The Senior Officer primary functions include, but are not limited to:

- Manage collaboration across iCBR's delivery groups and playing an active role in identifying, analysing and evaluating skills needs for infrastructure projects.
- Designing, coordinating and evaluating workforce development programs and initiatives.
- Develop strategic partnerships and provide advice with industry, training providers and community organisations.
- Preparing complex briefs, reports and advice for directors, senior executives, government and stakeholder and community engagement. This will include marketing and communications materials to support courses and programs offered by the Pathways Hub.
- Manage participant support across all Pathways Hub programs, connecting participants with relevant services and stakeholders to improve retention, completion, and employment or training outcomes.
- Analyse and evaluate program evaluation and continuous improvement activities to enhance service delivery and participant experience.
- Leading discrete projects and continuous improvement initiatives associated with the Pathways Hub.
- Occasionally, provide onsite support within the Pathways Hub and manage enquiries from prospective participants, stakeholders, delivering accurate information and a positive client experience.
- Manage finance, and other administrative matters including preparation and processing invoices leading procurement and a sound understanding of records management.
- Manage responses to internal and external stakeholders, managing complex enquiries and competing program priorities to support effective service delivery and stakeholder engagement.
- Undertake other duties appropriate to this level.

WHAT YOU REQUIRE

Professional / Technical Skills and Knowledge

1. Strong ability to coordinate meetings with stakeholders to foster relationships and networks, with the ability to proactively collaborate with others to achieve positive outcomes.
2. Well-developed verbal and written skills and the ability to communicate clearly and concisely, including provision of advice to a variety of stakeholders and senior decision makers.
3. Proven ability to act innovatively and foster development and improvement of systems, processes and tools to support effective achievement of the strategic intent of the Pathways Hub.

Behavioural Capabilities

4. Ability to work under limited direction, show initiative, proactively and efficiently manage conflicting priorities and workload, whilst providing quality outcomes within agreed timeframes.
5. Understanding of the public service values covering ethical standards and commitment to the principles of workforce diversity, participative work practices, workplace health and safety and staff development and learning.

QUALIFICATIONS AND REQUIREMENTS

Highly Desirable:

- Relevant tertiary qualifications and/or relevant experience in construction, business, social inclusion, training and/or education.
- Experience in relationship management, network building and stakeholder engagement.
- Experience in delivering and/or an understanding of social procurement outcomes, including an understanding of social procurement principles, frameworks, and best practices.

DIVERSITY

People with a disability, women, Australians from culturally and linguistically diverse backgrounds, and Aboriginal and Torres Strait Islander people have an equal opportunity for appointment to this position. An appropriate selection panel will be formed, or special needs addressed, if requested by a member of one of these groups.

FURTHER INFORMATION

- Infrastructure Canberra website: https://www.act.gov.au/infrastructurecanberra
- Jobs ACT website: www.jobs.act.gov.au

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.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Never

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	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)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Occasionally

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

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	Never

OTHER	**FREQUENCY**
Uniform required	Never
Personal Protective Equipment (PPE) required	Occasionally