



POSITION DESCRIPTION

Directorate: Chief Minister, Treasury and Economic Development

Division: Division: Chief Minister

Business Unit: Office of International Engagement

Position Title: Business Support Officer

Position Number: P37566

Classification: Administrative Services Officer Class 6

Location: Canberra City, ACT

Security Clearance Required: No

Last Reviewed: July 2026

DIRECTORATE OVERVIEW

The Chief Minister, Treasury and Economic Development Directorate (CMTEDD) leads the public sector and works collaboratively both within government and with the community to achieve positive outcomes.

As a central agency, CMTEDD provides strategic advice and support to the Chief Minister, the Directorate's Ministers and the Cabinet on policy, economic and financial matters, service delivery, whole of government issues and intergovernmental relations. The Directorate facilitates the implementation of government priorities, drives initiatives as well as leads the strategic direction for the ACT Public Service (ACTPS), to ensure that it is well positioned to perform its role.

BUSINESS UNIT OVERVIEW

The Office of International Engagement, led by the Commissioner for International Engagement, is responsible for coordinating and integrating the ACT's various international engagement activities. Working across Government particularly Economic Development and in close collaboration with industry and research institutions, the Office develops programs and strategies in line with the CBR brand to grow Canberra's international reputation.

Building our international profile and promoting Canberra as a place to invest, do business, visit and study is a crucial part of cementing our position as a city of global significance. The ACT Government, through the Office of International Engagement, has developed *Canberra's International Engagement Strategy* in order to focus Government efforts in markets that strongly align with the ACT's designated key areas of strength and provide opportunities to grow the ACT economy.

The 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 demonstrate the related signature behaviours.

POSITION OVERVIEW

The Business Support Officer works closely with the Assistant Director, Office Operations to ensure support to the Office of International Engagement, including facilitating workflow, coordinating communication and the management and prioritisation of all administration.

This position involves collaboratively developing and implementing high quality, evidence-based programs to deliver on the ACT Government's objective of promoting Canberra as a place to invest, do business, visit and study as detailed in *Canberra's International Engagement Strategy*. The role requires exceptional organisational skills and the ability to liaise effectively across whole of government including with external stakeholders, whilst maintaining a high level of professionalism, sensitivity and discretion at all times.

WHAT YOU WILL DO

You will support the Office of International Engagement by providing high-level administrative and office services, including:

- Prioritising and monitoring workflow, tasks, and activities, researching information as needed, and responding promptly and appropriately. Coordinating responses on a range of issues as required.
- Drafting ministerial briefs and other correspondence; conducting trade and engagement-related research; delivering high-quality administration services using contemporary electronic office and management systems.
- Planning, coordinating, and providing high-level secretariat support for meetings, including preparing agendas and papers, taking minutes, and following up on action items.

You will also be responsible for arranging travel and accommodation, manage office reporting, process accounts payable and handle reimbursements/acquittals.

You will coordinate reporting and provide office and administrative support through a range of activities including monitoring correspondence tracking systems to ensure quality control and timely responses.

You will need to 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 does not involve direct supervision of staff.

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. Demonstrated ability to provide high level business support within a government context, including email and liaison between executive and senior managers, external stakeholders, and records management.
2. Excellent interpersonal and communication skills, both written and verbal, including the ability to prepare briefs, speeches, and sensitive correspondence.
3. Demonstrated ability to undertake multiple tasks of varying complexities, often simultaneously, and under widely varying deadlines, including very short deadlines.
4. Demonstrated ability to conduct research and critically analyse work which informs policy development, and the ability to quickly acquire knowledge of policies and legislation.
5. Experience in the use of Microsoft Office Suite, Customer Relationship Management, finance management systems (such as APIAS) and record keeping systems (such as TRIM).

Behavioural Capabilities

6. Demonstrated ability to make sound judgments and exercise discretion on sensitive and complex issues.
7. A history of developing productive working relationships with internal and external stakeholders to achieve results, including a demonstrated ability to maintain sensitive and confidential issues with integrity.
8. Ability to operate in demanding work environments, contribute to improved ways of working, and engage with or create innovative thinking at work.
9. Trusted by both internal and external parties, contributing to a workplace culture that encourages continuous improvement in business results and enhance organisational culture.

Compliance Requirements / Qualifications

- Experience in high level administrative support or coordination roles, including managing sensitive and classified information is highly desirable.
- A qualification (or a willingness to undertake) in public administration, business administration or a related subject is highly desirable.

Further information on working at CMTEDD can be found at:

http://www.jobs.act.gov.au/_data/assets/pdf_file/0010/839467/Working-in-CMTEDD.pdf

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Senior Administration Officer 6 (position number P37566) 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	Occasionally
Designated workstation	Frequently

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	Occasionally
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	Occasionally

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	Occasionally
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

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	Never