

POSITION DESCRIPTION

Directorate: Infrastructure Canberra (iCBR)

Position Number: P09831

Division: Delivery – Places and Spaces

Classification: Senior Officer Grade C (SOG C)

Business Unit: Intake and Security

Location: Fyshwick/Hybrid

Position Title: Assistant Director, Intake
Works Allocation and Management

Last Reviewed: March 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 Yindymarra 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 deliver, 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 projects 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
- Delivery of the Cladding Rectification Program
- Management of the Canberra Theatre Redevelopment Program

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.

BUSINESS UNIT OVERVIEW

What we do

Intake and Security, part of the Property Service Operations Branch is a business unit responsible for delivering property management services on behalf of the ACT Government.

Intake and Security is going through an exciting business improvement program to deliver on client focused property services undertaken by a professional qualified multi-skilled team using the latest technologies to deliver results. We take pride in having a quality management system across the business that has been certified to ISO9001:2015 standard.

Our clients are ACT Government business units, not for profit and commercial service providers and the wider ACT community.

Our focus is on delivering cost-effective, timely and quality property management services.

Those services include strategic asset management, strategic accommodation and planning and managing existing government and non-government tenancies. In addition, Intake and Security also provide property upgrades and maintenance services (reactive and planned) to all ACT Government Directorates and Agencies.

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Who we are

We are a diverse, innovative and professional team of people who come from a wide variety of backgrounds. We welcome people with experience from the community, public and private sectors and believe the more diverse our knowledge base is, the better our results will be.

Our team includes staff with professional trades, customer service and real estate, building management, procurement and project management, administrative and management backgrounds. Our organisation exists to provide a high-quality centralised property management service in the ACT Government.

We value people with innovative and creative ideas, who communicate with candor and respect, and who have the motivation to drive service from conception through to delivery. We are curious about each other's work and always ask "who else needs to know?"

What we offer

- Interesting and fulfilling work in a unique government environment where you can see the impact you have on the Government and Canberra community.
- The opportunity to work with passionate, innovative and experienced team with support for you to excel in the organisation and your role.
- A flexible workplace with modern fit out enabling activity-based work.
- The opportunity to develop and grow in a government property focused organisation.

The Team you will work in

The Intake and Security Team ensures properties managed by Delivery – Places and Spaces and maintained on behalf of Directorates are repaired, inspected, maintained and upgraded by qualified and experienced staff and contractors. The team:

- Provides expert advice and guidance on building related issues including compliance, Repairs & Maintenance and upgrades.
- Provides the main intake and reception service for the organisation managing customer enquiries as well as allocation and management of tasks, repairs and maintenance requests requiring action.
- Manages inspections, maintenance and repairs to ensure that buildings are fit for purpose, issues are identified and fixed.
- Ensures that buildings are fit for purpose and any compliance issues are identified and rectified.
- Manages planned upgrade works working closely with qualified building contractors to maintain and update properties.

Intake and Security has a team of qualified and experienced group of trades staff and works closely with insourced tradesperson and qualified contractors to undertake this work. The team ensures that trades are procured or allocated and that work performed is up to an acceptable standard.

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Intake and Security is a customer driven team. We provide accommodation, property maintenance and property upgrade services to ACT Government, community, housing and commercial customers.

This position leads a multi- disciplinary team that is vital to ensuring that buildings and maintenance is managed well and our customers have a service driven first point of contact to discuss service requirements and/or maintenance concerns. The team provides the first point of contact for all customers and a main reception function for the organisation. This includes management of the receipt of maintenance requests and issuing of work orders for buildings managed by Delivery Places and Spaces and other ACT Government organisations.

WHAT YOU WILL DO

Under general direction, undertake work required for the delivering the team's responsibilities and tasks which may include:

1. Manage the customer contact centre for Delivery Places and Spaces that includes: communicating with clients, tenants and property managers on general and building based enquiries via telephone, email or Property System. Take steps to ensure actioning of required works, completion of works and resolution of concerns and enquiries in a timely manner.
2. Coordinating, allocating and finalising unforeseen maintenance and upgrades including allocation of work to contracted and engaged trades, ensuring work is completed in a timely manner and ensuring contractors finalise reporting and invoicing in a timely manner.
3. Management of information in the property system relating to the day-to-day maintenance of properties including create and maintain records and work orders by inputting data into the property management and maintenance system accurately, within agreed timeframes and in accordance with established processes.
4. Oversee the management of day-to-day physical security requirements of managed buildings and tenancies including provision of electronic access passes, management of keys and key register and ensuring good practice management of keys and security on behalf of property custodians and tenants.
5. Contribute to timely and high-quality management of Infrastructure Canberra owned properties including consultation with and provision of information to relevant business units to assist with asset and occupant information and management.
6. Promote and deliver a high-quality customer focused front line service on behalf of Delivery Places and Spaces.
7. Ensure efficient and timely management of the Flags and Banners function.
8. Manage the relationships with other areas of Delivery Places and Spaces and ACT Government to ensure a coordinated service to customers, tenants and property owners/managers. This includes: working with the trades and maintenance section on allocation and delivery of maintenance work; ensuring back up and after hours call centre

arrangements are in place and operating with Access Canberra; ensuring Delivery Places and Spaces on call officer and trades arrangements are in place and managed; and providing relevant information, data and advice to building owners, tenants, management and others as required in a timely manner.

9. Utilise computer programs including Microsoft Office suite, property management programs, databases and property management programs to deliver high quality outcomes.
10. Undertake other duties appropriate to this level of classification which contribute to the operation of the section and organisation.
11. 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.
12. This position involves 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 understanding of and experience in property management and maintenance preferably in government or commercial environments.
2. Highly developed communication (written and oral), interpersonal, representational and negotiation skills, including demonstrated ability to establish and maintain effective communication and working relationships with internal and external clients.
3. Excellent interpersonal skills and demonstrated ability to lead, mentor and develop a client focused team and foster a positive and productive working environment with a strong commitment to continuous improvement.
4. Understanding of ACTPS procurement methodologies and compliance requirements.

Behavioral Capabilities

1. Demonstrated commitment to promoting a safe working environment and complying with work health and safety obligations, quality policies and procedures, and accepting accountability for own outputs.
2. Active contribution to a culture of continuous improvement, quality service delivery and professional accountability consistent with Delivery – Places and Spaces objectives.
3. Ability to represent the interests of Delivery – Places and Spaces and work collaboratively with other business units to deliver coordinated and unified services to ACT Government customers.
4. Demonstrated integrity, honesty and transparency in the use of government resources, engagement with contractors and providers, and interactions with clients and customers.

Compliance Requirements / Qualifications

Qualification/s in project management, procurement or building fields are desirable.

WORK ENVIRONMENT DESCRIPTION

*The following work environment description outlines the inherent requirements of the role of Intake and Works Allocation Officer (position number *****) 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	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation <i>This position is in an activity based work environment</i>	Never

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	Frequently
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	Frequently
Frequent 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)	Occasionally
Working in a call centre environment	Frequently
Working directly with the public	Occasionally

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

Sequential repetitive movements in a short amount of time	Occasionally
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TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Never
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	Occasionally

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