

# CITY AND ENVIRONMENT DIRECTORATE (CED)

## POSITION DESCRIPTION

### POSITION DETAILS

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**Position title:** Project Administrative Support Officer

**Classification:** Project Administrative Support Officer

**Position number:** P68575

**Division:** Transport, Territory and Municipal Services (TTMS)

**Branch:** Transport Canberra Planning and Delivery

**Business unit:** Fleet Services

**Location:** North, South and Central Region Workshops

**Reports to:** Project Officer, Fleet Business Planning and Strategy

**Date last reviewed:** August 2026

**Position requirements:** See Compliance Requirements/Qualifications.

### DIRECTORATE OVERVIEW

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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**

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### **Transport, Territory and Municipal Services**

Transport, Territory and Municipal Services (TTMS) delivers essential services Canberrans rely on each day including integrated public transport and public libraries as well as providing administrative oversight to the ACT Public Cemeteries Authority. It is also responsible for Domestic Animal Services, and commercial operations including Yarralumla Nursery, ACT Public Cemeteries and Capital Linen.

Transport Canberra (TC) is responsible for the management of Canberra's integrated public transport network, including a bus fleet of around 450 buses. TC also oversees the contract management of Light Rail under a public-private partnership between Canberra Metro and the ACT government. TC currently employs over 1,000 employees and develops public transport policy and delivers a range of services to support the successful delivery of public transport services including bus scheduling, purchasing of bus assets and the delivery of an integrated public transport ticketing system.

## **BUSINESS UNIT OVERVIEW**

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The Fleet Services team delivers all tasks associated with the maintenance, repair and operational readiness of Transport Canberra's commuter bus fleet which currently exceeds 450 in-service vehicles. The team consists of skilled non trades and skilled trades staff performing a variety of roles including vehicle cleaning and fuelling activities, heavy vehicle mechanical maintenance and repair, vehicle exterior and interior panel repair, vehicle refinishing and electronic equipment repair.

General maintenance and repair activity are carried out within the Operational Depots which is supported by the Major Unit Overhaul Workshop that perform major accident repairs, vehicle interior and exterior refurbishment, engine and transmission reconditioning services. The workshops are supported by inventory and supply sections co-located with the workshop ensuring the supply of all components and materials required to support vehicle maintenance and repair operations.

The Transport Canberra Fleet Services team is focussed on providing a high level of customer service and sustainable transport outcomes by providing clean, safe and on-time availability of bus fleet to meet network operational requirement.

## **POSITION PURPOSE**

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As a key member of the Transport Canberra Fleet Services team, the Project Administrative Support Officer is required to work under the direction of the Fleet Project Officer and in partnership with the Fleet Business Planning & Strategy team. The Project Administrative Support Officer will provide administration and project support across all three workshops, supporting a variety of activities including the communications strategy, maintaining and updating policy and documentation, and ensuring appropriate records are stored. You will

have excellent communication skills, participate in the continuous improvement projects for the Fleet Services team, be a team player, with the ability to also work independently, and contribute to a culture of constant improvement and innovation.

## **DUTIES / RESPONSIBILITIES**

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1. Provide administrative support across the broader workshop team.
2. Contribute to the development of administrative policies and procedures relevant to the workshop and fleet services team.
3. Build effective relationships with internal and external stakeholders to better enable efficient administration of the workshop.
4. Participate in administrative activities associated with work health and safety including incident and hazard reporting, visitor management and coordination of safety updates and advice for workshop employees and material safety data sheet (MSDS) management.
5. Assist with the Fleet communications strategy, ensuring notice boards are up to date and relevant information displayed.
6. The position is generic across the Transport Canberra workshops and applicants may be required to move within Transport Canberra to any designated location, as directed based on operational needs.

**For Everyone:** Follow work health and safety procedures diligently. Take responsibility for your own safety and the safety of those around you.

**For Supervisors:** Implement the CED work health and safety management system effectively. Ensure the safety of yourself and those under your supervision by taking reasonable care.

## **SELECTION CRITERIA (CAPABILITIES)**

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Provide concise evidence of your **skills, knowledge and behaviours** against the duties above and the ACTPS Shared Capability Framework.

1. Demonstrated experience in providing administrative support in a workplace, including the ability to use data bases, accurate data entry and checking, form processing and filing.
2. High-level communication skills including the ability to tailor communication style to suit the target audience including the ability to work in an industrial environment.
3. Well-developed interpersonal skills with an ability to build and maintain relationships.
4. Ability to be flexible and adaptable in approach to workload including the ability to manage multiple priorities in a time pressured environment.

5. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

## COMPLIANCE REQUIREMENTS / QUALIFICATIONS

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- Drivers Licence (C-class) is mandatory.
- A pre-employment criminal history check will be conducted.
- This position requires a pre-employment medical.
- Previous experience working in an administrative support role in an operational setting within an industrial environment would be an advantage.
- 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.

## WORK ENVIRONMENT DESCRIPTION

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The following work environment description outlines the inherent requirements of the role of Project Administrative Support Officer (position number P68575) 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.

This role is supporting an operational environment and therefore requires on site attendance.

| 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                                                                     | Frequently   |
| <i><b>The position in an activity-based work environment</b></i>                           |              |
| STANDARD HOURS                                                                             | FREQUENCY    |
| Flexible working hours (access to flex time)                                               | Frequently   |
| 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                                                                          | Occasionally |

|                                                              |                  |
|--------------------------------------------------------------|------------------|
| Frequent paid overtime                                       | Never            |
| Rostered shift work                                          | Never            |
| <b>SOCIAL DEMANDS</b>                                        | <b>FREQUENCY</b> |
| 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                             | Never            |
| <b>PHYSICAL DEMANDS</b>                                      | <b>FREQUENCY</b> |
| Distance walking (large buildings or inter-building transit) | Occasionally     |
| Working outdoors                                             | Occasionally     |
| <b>MANUAL HANDLING</b>                                       | <b>FREQUENCY</b> |
| Lifting 0 – 5kg                                              | Frequently       |
| Lifting 5 – 10kg                                             | Occasionally     |
| Lifting 10kg+                                                | Never            |
| Climbing                                                     | Never            |
| Reaching                                                     | Occasionally     |
| Bending/squatting                                            | Occasionally     |
| Push/pull                                                    | Occasionally     |
| Sequential repetitive movements in a short amount of time    | Frequently       |
| <b>TRAVEL</b>                                                | <b>FREQUENCY</b> |
| Frequent travel – multiple work sites                        | Frequently       |
| Frequent travel – driving                                    | Occasionally     |
| Frequent travel – interstate                                 | Never            |
| <b>SPECIFIC HAZARDS</b>                                      | <b>FREQUENCY</b> |
| Working at heights                                           | Never            |
| Exposure to extreme temperatures                             | Never            |
| Operation of heavy machinery e.g. forklift                   | Never            |
| Confined spaces                                              | Never            |
| Excessive noise                                              | Occasionally     |
| Low lighting                                                 | Never            |
| Handling of dangerous goods/equipment                        | Never            |
| Working with asbestos                                        | Never            |
| Potential to encounter agitated customers                    | Never            |
| Exposure to potentially distressing case material            | Never            |
| <b>OTHER</b>                                                 | <b>FREQUENCY</b> |
| Uniform required                                             | Occasionally     |
| Personal Protective Equipment (PPE) required                 | Frequently       |