



POSITION DESCRIPTION

Directorate: Infrastructure Canberra (iCBR)

Position Number: P36766, P65914

Division: Delivery – Places and Spaces

Classification: GS07

Business Unit: Property Services Operations

Location: Fyshwick and Hybrid

Position Title: Field Maintenance Senior Officer, Property Operations

Security Clearance Required: No

Last Reviewed: June 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
- Delivery of the Public Housing Capital 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.

BRANCH OVERVIEW

What we do

Delivery - Places and Spaces Branch is a business unit responsible for delivering property management services on behalf of the ACT Government.

Delivery - Places and spaces is going through an exciting business improvement program to deliver on client focussed property services undertaken by a professional qualified multi-skilled team using the latest technologies to deliver results.

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, Delivery – Places and

Spaces also provide property upgrades and maintenance services (reactive and planned) to all ACT Government Directorates and Agencies.

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 candour 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 focussed organisation.

THE TEAM YOU WILL WORK IN

The Property Services Operations 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.

Delivery – Places and Spaces has a team of qualified and experienced trades team that works closely with 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. Delivery – Places and Spaces supports the development of people into the industry through sponsoring apprentices.

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POSITION OVERVIEW

This role provides a range of general maintenance services to ACT Government owned and managed properties, installs and removes flags and banners and maintains non-building assets like fountains and memorials when required. This role is primarily out in the field delivering programmed and as required maintenance services. The person in this role works with the Trades Maintenance Supervisor to program and deliver a range of works, and also provide training, direction and support to other officers.

WHAT YOU WILL DO

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

1. Perform facilities and other maintenance activities as directed which may include installation of flags or banners, graffiti removal, maintenance of fountains and memorials, relocation of furniture, general building maintenance and grounds maintenance.
2. Liaise with customers, contractors and staff in relation to the site, the task, safety and meeting customer expectations.
3. Record details of work undertaken and provide the necessary records to enable invoicing of works to customers and payments to suppliers, including supervise, plan and co-ordinate the work of a small work team or control the operations of part of a program

undertaking a variety of manual tasks, including estimating and ordering, work prioritising, staff control and training and maintenance or records and basic reporting.

4. Use computer programs including databases and property management programs to program and document work and deliver high quality outcomes.
5. Undertake other duties appropriate to this level of classification which contribute to the operation of the section and organisation.
6. 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.
7. This position may 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 experience, skills, knowledge and capability within the general maintenance fields.
2. Demonstrated ability to plan and prioritise own and others' workloads, respond to work allocations, provide timely service and provide job information in a timely manner.
3. sound communication (written and oral) skills including the ability to represent the business well, and liaise and negotiate with colleagues, customers and clients.
4. Proven ability to work with others to lead and model an innovative and positive team culture.

Behavioural Capabilities

- Promote a safe working environment in line with your responsibilities under CMTEDD PeopleSafety and WHS legislation. Comply with any reasonable instruction or procedure in regards to Work Health and Safety, take reasonable care of your own health and safety and that of others in your work and report any WHS incidents or hazards that have a potential risk of illness or injury to yourself or other people. Implement the quality policy and procedures as part of the roles and responsibilities of the position. Recognise and advocate Delivery Places and Spaces philosophy of quality service delivery and accepting accountability for your own output.
- Implement the quality policy and procedures as part of the roles and responsibilities of the position. Recognise and advocate Delivery Places and Spaces philosophy of continuous improvement, quality service delivery and being accountable for your own output.
- Represent the interests of Delivery Places and Spaces as a whole and engage with other business units to deliver a unified service to the ACT Government and the customers.
- Behave with integrity, honesty and transparency in performing your duties, managing and using government resources, dealing with contractors and providers, and working with clients and customers.

Compliance Requirements / Qualifications

This position requires:

- Hold or have the capacity to obtain White Card and Asbestos Awareness
- a current driver's licence (car)

Qualification/s in building trades or similar are highly desirable

Certificate/Tickets in Traffic Control, Working at Heights, Working in Confined Space, or the ability to obtain these are desirable

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of **Field Maintenance Senior Officer, Property Operations** (position number **P36766, P65914**) 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	Occasionally
General computer use	Occasionally
Extensive keying/data entry	Never
Graphical/analytical based	Never
Sitting at a desk	Occasionally
Standing for long periods	Frequently
Designated workstation <i>This position is in an activity based work environment</i>	Never

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Never
Fixed or specified start/finish times	Frequently
Access to Accrued Days Off (ADO's)	Frequently
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)	Frequently
Working in a call centre environment	Never
Working directly with the public	Occasionally

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

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Frequently
Lifting 10kg+	Occasionally
Climbing	Frequently
Reaching	Frequently
Bending/squatting	Frequently
Push/pull	Frequently
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Frequently
Frequent travel – driving	Frequently
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Frequently
Exposure to extreme temperatures	Frequently
Operation of heavy machinery e.g. forklift	Occasionally
Confined spaces	Occasionally
Excessive noise	Occasionally
Low lighting	Occasionally
Handling of dangerous goods/equipment	Occasionally
Working with asbestos	Occasionally
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Never

OTHER	FREQUENCY
Uniform required	Frequently
Personal Protective Equipment (PPE) required <i>High visibility clothing and steel capped shoes at all times</i> <i>Use of harnesses when operating at heights</i> <i>Safety glasses, ear protection, hard hats and masks when required</i> <i>Other PPE when required due to the nature of the duties of the role.</i>	Frequently