

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Urban Open Space Volunteer Coordinator

Classification: Technical Officer 3 (T03)

Position number: P37023, P44194, P72148

Division: City Places and Infrastructure

Business unit: Place Management

Location: Dickson Office Building

Reports to: Volunteer Program Manager

Date last reviewed: 30/07/2026

Position requirements: Driver's licence Class C or higher is essential. White Card, Asbestos Awareness and Crystalline Silica Exposure Prevention training are essential. This position does require a WWVP check.

DIRECTORATE OVERVIEW

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

City Places and Infrastructure Division

City Places and Infrastructure delivers a wide range of services which Canberran's rely on every day. These include collecting recycling and rubbish removal, running public libraries, mowing open space, managing our roads, footpaths and cycle paths. City Places and Infrastructure also maintain many of Canberra's lakes, ponds, public open spaces, city places and urban trees. The Division also manages ACT NoWaste.

BUSINESS UNIT OVERVIEW

City Presentation is a Branch within the City Places and Infrastructure Division and is responsible for planning and management of parks and the public domain, including lakes, street trees and public open space and city places. It maintains the look of the city and its environs and is responsible for the protection of trees on public and private land.

POSITION PURPOSE

Work with CED City Presentation Urban Open Space (UOS) Volunteer groups, Place management Operational areas and other internal and external stakeholders including the Ngunnawal people. You will assist these groups to plan and deliver a wide range of improvement and restoration projects across the UOS estate. Under guidance, manage a number of competing priorities to ensure a positive volunteering experience and environmental outcomes. Assist volunteers with technical advice, ranging from weed control techniques, safety demonstrations, supply of equipment, planning and record keeping training. There are over 120 active groups across the City.

DUTIES / RESPONSIBILITIES

1. Establish, develop, and maintain relationships with volunteers, community groups and ACT Government stakeholders to drive positive urban open space volunteering experiences.
2. Implement the CED Environmental Volunteer Handbook, safe work practices and online systems.
3. Guide the direction of community led landscape project proposals, undertaken on open space areas, to ensure they are consistent with CED guidelines and work with group convenors to ensure Volunteer Works Action Plans are in place and respond to issues and reduce risks related to their volunteer work sites.
4. Support and direct the activities of volunteers through the running of skills training, provision of basic equipment, preparing promotional materials and media information.
5. Provide administrative support for the Urban Open Space Volunteer program including:
 - a. Maintain information on an online register of CED Urban Open Space volunteers.

- b. Work effectively with volunteer group convenors to ensure Volunteer Works Action Plans are in place and respond to issues and reduce risks related to their volunteer work sites including site induction and incident reporting.
 - c. Preparing correspondence, reports, and input to ministerial responses about the program. Assisting the Program Lead with managing the budget for the program.
 - d. Updating and maintaining web-based information relating to the program.
 - e. Assist in collating annual statistics about volunteer activities.
 - f. Assist in the developing and maintaining safe work method statements for volunteer tasks and co-ordinate the provision of personal protective equipment and clothing.
6. This position does not involve direct supervision of staff, however, with support oversees the activities and wellbeing of many volunteers.

SELECTION CRITERIA (CAPABILITIES)

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

1. Experience, highly developed skills, and an enthusiasm for community engagement particularly the coordination of volunteers undertaking activities and liaison with government staff.
2. Demonstrated knowledge and experience in urban open space management, natural and cultural resource management, and the ability to oversee small-scale landscape projects. Formal qualifications are an advantage.
3. Strong oral and written communication skills including high level liaison and negotiation skills to work with community members, other government representatives, and contractors.
4. Demonstrated ability to work as a motivated member of a team, with a proven ability to organise workloads, independently prioritise and work on activities in the field.
5. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- 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.
- This position requires a pre-employment medical.
- This position does require a Working with Vulnerable People Check.

- This position does not require a Security Clearance
- Driver's licence Class C or higher is essential.
- White Card, Asbestos Awareness and Crystalline Silica Exposure Prevention training are essential.
- Tertiary qualifications relevant to urban land management, natural and cultural resource management are desirable.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Urban Open Space Volunteer Coordinator (position number P37023, P44194, P72148) 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.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Occasionally
Standing for long periods	Occasionally
Designated workstation	Never
<i>The position in an activity based work environment</i>	

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Never
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	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)	Frequently
Working outdoors	Frequently

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Occasionally
Climbing	Never
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	Frequently
Frequent travel – driving	Frequently
Frequent travel – interstate	Never

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

OTHER	FREQUENCY
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Occasionally