ACT Government
Chief Minister, Treasury and Economic Development

POSITION DESCRIPTION

Directorate: Chief Minister, Treasury and Economic Development

Portfolio: Treasury

Stream: Budget, Procurement, Infrastructure and Finance

Division/Business Unit: Procurement ACT

Branch: Goods and Services

Section: Procurement ACT Service Desk

Position Title: Senior Service Desk Officer

Position Number: P50241, P63732

Classification: Administrative Support Officer 5 (ASO5)

Location: 220 London Circuit, Canberra ACT

Last Reviewed: January 2025

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.

Treasury, within CMTEDD is responsible for collecting and managing taxation revenue; managing the Government's financial assets and liabilities, including superannuation liabilities and investments; as well as providing advice to the Government and ACT agencies on the Territory's budget and financial management, economic and revenue forecasting and policy, federal financial relations, accounting policy and insurance for Territory risks, statutory reporting and incident and claim management. Treasury also has oversight of the ACT Government procurement framework, including leading and coordinating a whole of government procurement reform program, providing advice on procuring goods and services and management of whole of government contracts.

STREAM OVERVIEW

The Budget, Procurement, Investments and Finance (BPIF) stream within Treasury is made up of four sub-groups.

The Finance and Budget Group (FABG) is responsible for advising government and agencies on the development of the Territory's budget; providing policy and budget advice on a range of government priorities and services; and advising on financial issues relating to agencies and the Territory including whole of government financial reporting.

Procurement ACT is responsible for the development and implementation of whole- of-Government procurement policies. Procurement ACT also provides procurement-related services to ACT Government agencies and the community, including in relation to whole of government arrangements.

Investments and Borrowings (IB) is responsible for the management of the ACT's assets and liabilities including superannuation liabilities and investments.

Shared Services Finance (SSF) is responsible for providing essential services to ACT Government directorates including financial accounting and reporting, accounts payable and receivable, taxation and banking services.

BUSINESS UNIT OVERVIEW

Procurement ACT is responsible for:

- leading and coordinating a procurement reform program across the ACTPS;
- managing and developing the legislation and policy that underpin the ACT Government's procurement framework ensuring it is aligned to the needs of the Territory;
- uplifting procurement capability across the service by offering a range of training and knowledge sharing opportunities, including by coordinating a whole of service procurement community of practice and bimonthly procurement eNewsletter;
- administering the whole of government procurement systems including ACT Government online tendering and contracts register platforms to comply with legislative obligations and international agreements;
- representing the ACT Government in cross-jurisdictional engagement on procurement policy matters, including in relation to international trade agreements;
- working in collaboration with the ACT Government's Better Regulation Taskforce to reduce barriers faced by Small to Medium Enterprise in accessing ACT Government procurement opportunities.
- providing procurement advisory services to Territory entities to support the pursuit of value for money in strategic goods and services procurement;
- supporting Territory Entities in undertaking low risk goods and services procurements by providing guidance and templates;
- developing and maintaining templated and standardised procurement guidance, documentation and processes to support all procurement; and
- applying contemporary category procurement knowledge and contract management skills to establish and manage cost effective whole of government arrangements for categories such as travel, electricity, stationery and fleet.

Procurement ACT comprises two branches – the Policy and Capability Branch and Goods and Services Branch.

WHAT WE DO – BRANCH OVERVIEW

Goods and Services Branch

The Goods and Services branch has currently two primary streams of work which are supported by a Service Desk.

The **Procurement ACT Service Desk** is responsible for:

- responding to ad hoc questions from Internal procurement officers, suppliers and the public, supporting the end-to-end management of tenders, including submission and closing of tenders, enquiries, and complaints.

- updating and managing ACT Government Procurement notifications, inclusive of contracts and invoices

The **Contracts and Category Management team (CCMT)** is responsible for:

- applying contemporary category procurement knowledge and contract management skills to establish and manage cost effective Whole of Government **(WhoG)** arrangements, primarily listed on the Procurement ACT website

- administering the whole of government procurement systems including ACT Government online tendering and contracts register platforms to comply with legislative obligations.

The **Sourcing Advice and Supply (SAS) teams** are responsible for:

- providing procurement advisory services to Territory entities to support the pursuit of value for money in strategic goods and services procurement (currently, approximately 200 projects per annum).

Officers in each stream will be supported to grow their procurement skills working across streams to deliver enhanced procurement outcomes for the ACT Government and the Canberra community.

WHAT THE TEAM DOES

Procurement ACT Service Desk

The Service Desk is essential in supporting the enabled tier of support under Procurement ACT's Tiered Service Delivery Model. It has three main functions:

- Provision of customer service as the first point of contact for all enquiries coming into Procurement ACT.
- Management of the Tenders ACT environment and all related tender support activities.
- Notification of ACT Government contracts and invoices.

The team works closely with both internal procurement officers and suppliers to manage all aspects of tenders through the ACT Government's tender platform Tenders ACT.

The team is primarily responsible for notifying and maintenance of government contracts on the ACT Government's contracts register and notifying of government invoices in the ACT Government Register.

WHO ARE WE LOOKING FOR

We are looking for a candidate with an interest in:

- delivering excellent customer service
- developing Procurement skills
- using strong problem-solving skills; and
- building and using relationships and networks with internal and external stakeholders.

This role is suited to an individual with a strong customer service and outcome focused approach. The successful candidate will have a high degree of emotional intelligence and will be able to adjust your communication style for different audiences, engendering trust with both internal and external customers.

You will be self-motivated, responsive, possess sound judgement, professionalism, and resilience. You can think on your feet and work effectively under pressure and within deadlines to deliver high-quality outcomes to all the Service Desk customers.

The Service Desk carries a significant business as usual workload and team members must be able to effectively manage multiple priorities concurrently. At the ASO5 level it is important that you can identify and prioritise issues, understand when to escalate, and apply sound time management and strong organisational practices while under general supervision.

The Administrative Support Officer 5 (ASO5) reports to a Senior Officer Grade C (SOGC – Assistant Director) who manages a range of key projects.

WHAT YOU WILL DO

1. Work with procurement officers to ensure:
    - tenders are quality assured and released at an agreed time
    - tender enquiries from suppliers are answered via either a supplier response or addendum release
    - tenders are closed and documentation issued on the agreed day of the tender close.
2. Work with procurement and administrative officers to correctly notify contracts and invoices.
3. Liaise with internal and external stakeholders to build strong working relationships to achieve successful business outcomes. This may include assisting in facilitating stakeholder meetings/presentations, coordinating satisfaction surveys, and providing training.
4. Manage and attend to customer enquiries as they arise across all channels including email, phone, and service tickets. Provide support to the enabled tier of the Tiered Service Delivery Model through the provision of procurement and procurement-related advice.
5. Promote the Branch in all representational and communication activities while contributing positively to the workplace culture of collaboration, problem-solving, and excellent customer service.
6. Train staff as required in the core Service Desk functions.

7. Draft and support the delivery of standard operating procedures for Service Desk functions, which includes ensuring the procedures are documented according to standard templates.
8. Supervise staff to ensure that all standard operating procedures are followed and provide advice/learning as required.
9. Manage records as well as confidential and sensitive information in accordance with the relevant legislative and policy principles.
10. Other duties to support team deliverables as required.

WHAT YOU REQUIRE

The selection criteria below describe the capabilities that are required to perform the duties and responsibilities of the position.

1. **Team Contribution** – Demonstrated ability to work effectively with colleagues to support their operational needs, identify and address risks and issues, and adapt and respond to changing requirements.
2. **Knowledge and Delivery** – Knowledge of procurement best practice or the ACT Government procurement legislation, policies, procedures, and frameworks (or the ability to quickly develop knowledge of) and apply this knowledge to effectively support and deliver successful customer service outcomes for the Territory within limited timeframes.
3. **Technology** – Demonstrated knowledge of the Microsoft suite of office products. Knowledge of modern IT environments, with demonstrated ability to be able to quickly learn and master new systems and processes.
4. **Stakeholder Engagement and Communication** – Demonstrated ability to provide positive customer service outcomes by understanding the diverse requirements of different stakeholder groups, adjusting personal style to suit various circumstances, and building and maintaining effective professional relationships through highly developed verbal and written communication and research skills, including liaison, presentation, influencing, negotiation, and representational abilities.
5. **Corporate** – Strong understanding of public service values covering ethical standards, and demonstrates self-awareness, initiative, drive, professionalism, and a proven commitment to Respect, Equity and Diversity in the workplace, as well as the Directorate's Work Health and Safety policies, procedures, and responsibilities.

Behavioural Capabilities

The successful applicant should have strengths in all six of the CMTEDD core capabilities:

- Service Delivery
- Teamwork
- Achieves Results with Integrity
- Leadership
- Thinking and Innovating
- Agency Specific Knowledge.

ADDITIONAL INFORMATION

This position does not require a pre-employment medical.

This position does not require a Working with Vulnerable People Check.

Further information on working in the ACT Government can be found at: https://www.jobs.act.gov.au/work-with-us.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Assistant Director in CCMT and indicates how frequently each of these requirements would be performed. Please note that CMTEDD 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	Never

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

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	Never
Lifting 10kg+	Never
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	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	Occasionally

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