



POSITION DESCRIPTION

Organisation:	ACT Long Service Leave Authority (ACT Leave)	Position number:	72304, Several
Business unit:	Operations	Classification:	ASO5
Position title:	Senior Client Services Officer	Location:	Bruce ACT
		Last reviewed:	July 2026

Who we are

The Long Service Leave Authority (ACT Leave) is a Statutory Authority of the ACT Government responsible for the administration of portable long service leave benefit schemes for covered industries within the ACT.

Our vision is to make portable long service leave universally understood and recognised as an important and accepted part of the employment landscape. Our activities are determined by the *Long Service Leave (Portable Schemes) Act 2009*, and we are governed by a Board of Directors appointed under the legislation. ACT Leave is led by the Chief Executive Officer and Registrar, supported by an Executive Team.

ACT Leave provides staff with flexible working arrangements and access to a range of roles and professional development and training opportunities tailored to their career goals and ambitions. Our values: Responsive, Reliable, Approachable, Transparent, and Informative, are at the core of our organisation. We display these values in everything we do, to deliver quality customer service outcomes, exhibit teamwork, be proactive and willing to continuously improve, be outcome focused, accountable for our actions and promote and maintain public confidence in our work.

For more information about ACT Leave, visit our website <https://actleave.act.gov.au/>

About your team

Reporting to the Assistant Director, Client Services, the Client Services Team is the first point of contact for employers and workers engaging with ACT Leave, providing frontline client service support about the portable long service leave schemes. This team works alongside colleagues in the Operations Team to support employers and workers to comply with the *Long Service Leave (Portable Schemes) Act 2009*.

Your contribution

Reporting to the Manager, Client Services, this role is responsible for resolving complex employer and worker enquiries, processing complex registrations and returns and providing guidance and mentoring to less experienced members of the Client Services Team. The role applies sound working knowledge of the *Long Service Leave (Portable Schemes) Act 2009* and associated procedures to ensure clients receive accurate and consistent information and contributes to the quality and continuous improvement of client service delivery.

Complex enquiries and processing

- Resolve complex or escalated employer and worker enquiries relating to obligations, entitlements, registrations and scheme processes referred by Client Services Officers, exercising judgement within established legislative and procedural frameworks.
- Process complex or discrepancy registrations and returns lodgements, identifying and resolving issues in employer or worker records.
- Maintain accurate and complete records of client interactions, registrations and returns in accordance with legislative, policy and recordkeeping requirements.

Quality assurance and mentoring

- Undertake quality checks of enquiry responses and transactions completed by less experienced Client Services Team members and provide constructive feedback to support capability development.
- Provide guidance, mentoring and on-the-job training to Client Services Officers on enquiry handling, legislative requirements and system processes.
- Contribute to the development and review of scripts, procedures and guidance material to support consistent service delivery across the Client Services Team.

Client and stakeholder support

- Support delivery of the Annual Statement process, providing workers with accurate service and entitlement information.
- Support returns compliance activity including follow-up with employers on non-lodgement during the quarterly return period.
- Contribute to the development and review of plain-language client communications and resources ensuring materials reflect current legislative and process requirements.
- Support education and outreach activity directed at priority employer and worker cohorts.

Continuous improvement

- Identify service trends, risks and opportunities for improvement from enquiry and transaction data, providing observations and recommendations to the Manager, Client Services.
- Analyse and contribute data, observations and emerging issues to support quality assurance, compliance monitoring, resource planning and operational reporting.
- Uphold and support public service values, including the ACT Public Sector Code of Conduct, and demonstrate commitment to fostering respectful, equitable, diverse, inclusive and culturally safe workplaces, and workplace health and safety principles and practices.

Our ideal candidate

Professional / Technical Skills and Knowledge

1. Demonstrated experience delivering frontline client service within a regulatory, statutory or government environment, handling complex enquiries and applying legislation.
2. Working knowledge of the *Long Service Leave (Portable Schemes) Act 2009*, or the ability to quickly acquire and apply this knowledge.
3. Well-developed attention to detail and problem-solving skills with the ability to investigate and resolve complex client enquiries, discrepancies and data quality issues.
4. Well-developed written and verbal communication skills, including the ability to explain legislative requirements, entitlements and obligations to a range of stakeholders.
5. Demonstrated ability to provide guidance, feedback or informal mentoring to less experienced colleagues to support consistent and accurate service delivery.

Behavioural Capabilities

This role requires capabilities consistent with the Team Member level in the [ACT Public Service Shared Capability Framework](#) and the expectations of an officer operating in a small, high-accountable organisation. The following capabilities are essential to success in the role:

Capability	What this looks like in this role
Service Alignment (Service Delivery)	Aligns actions, advice and information provided on complex enquiries with Government priorities, ACT Leave's service standards and stakeholder needs.
Delivering Results (Achieves Results with Integrity)	Prioritises own workload appropriately and establishes realistic timeframes for completing complex claims, remaining accountable for own performance and results.
Community/Stakeholder Relationships (Teamwork)	Works cooperatively with colleagues and focuses on achieving the best outcome for workers, employers and the broader community on complex or escalated matters.
An Agile and Responsive ACTPS (Thinking and Innovating)	Is flexible when priorities change and questions current ways of working, suggesting improvements to enquiry handling and processing to lift accuracy and efficiency.
Leadership (Leadership)	Follows through on work commitments and generously shares information, knowledge and expertise with colleagues to support their development and improve team outcomes.

Qualifications and other requirements

Preferred

- Experience (1-2 years) in a frontline client service or contact centre role ideally within a regulatory or government environment.

Highly Desirable

- Tertiary qualifications in business, finance, law or a related discipline, or working towards one.
- Experience in a statutory authority, regulatory body or government agency.
- Working knowledge of the *Long Service Leave (Portable Schemes) Act 2009* or equivalent scheme legislation.
- Experience using client management, case management or registration systems.
- Experience providing guidance, feedback or mentoring to less experienced colleagues
- A current registration issued under the *Working with Vulnerable People (Background Checking) Act 2011* may be required.

Work environment description

The following work environment description outlines the inherent requirements of the role of Senior Client Services Officer (Position Number: 72304, Several) and indicates how frequently each of these requirements would be performed. Please note that ACT Leave is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

Administrative	Frequency
Telephone use	Occasionally
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation	Frequently
Standard hours	Frequency
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
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	Never
Working directly with the public	Frequently
Physical demands	Frequency
Distance walking (large buildings or inter-building transit)	Never
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	Never
Travel	Frequency
Frequent travel – multiple work sites	Occasionally
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	Never
Exposure to potentially distressing case material	Never
Other	Frequency
Uniform required	Never
Personal Protective Equipment (PPE) required	Never