

Directorate: ACT Education Directorate	Position Number: P44257
Division: Infrastructure and Digital Services	Classification: ASO6
Business Unit: Digital Strategy, Services and Transformation (DSST)	Location: Stirling
Position Title: Service Centre Team Leader	Last Reviewed: 1 September 2026

DIRECTORATE OVERVIEW

The Education Directorate is responsible for early childhood education and care, and school education in the ACT. The Directorate provides school education services to children and young people both directly through public schools and indirectly through regulation of non-government schools and home education.

Our vision is that we will be a leading learning organisation where people know they matter. We focus on creating capable, resilient and active citizens by placing students at the centre, empowering learning professionals, building strong communities, and systems that support learning.

The Directorate is committed to building a culturally diverse workforce and an inclusive workplace.

BUSINESS UNIT OVERVIEW

Digital Strategy, Services and Transformation (DSST) Branch provides services to the Directorate in identifying, developing and managing appropriate information and technical resources for corporate and school staff as well as students. This includes managing and providing advice and business and technical support on Teaching and Learning systems, Business and Administration systems, ICT programs and relevant policies and procedures.

POSITION OVERVIEW

The Service Centre Team Leader leads a customer-focused support team delivering high-quality assistance to schools, educators, students, and stakeholders. Working in a fast-paced service environment, the role is responsible for overseeing daily operations, managing team performance, and ensuring service standards are consistently achieved.

The role has strong leadership, organisational, and communication skills, with a focus on customer service and service support centre operations. The role will manage competing priorities, handling escalations, and building positive relationships with stakeholders at all levels.

DUTIES / RESPONSIBILITIES

- Assist the Director School Digital Service Management to lead and coordinate the service support centre with providing positive, professional ICT support services to ACT public schools.
- Deliver quality customer service to a range of internal and external stakeholders, demonstrating a strong understanding of the customer's needs and requirements, and where required undertaking the required investigative action to fulfill the customer's enquiry.
- Align with service management principles ensuring requests and incidents are followed up, in a consistent and timely approach, providing feedback and reports around common requests or incidents to address root causes to continually improve the ICT and digital environment for ACT public schools.
- Excellent oral and written communication skills, being a trusted reliable channel. Supporting the overarching team in the broader engagement of the ACT Schools ICT community and service delivery.
- Prepare a range of documentation including drafting responses to correspondence, departmental briefs and other information requests as well as managing and preparing a range of operational reports from JIRA to reflect the work of the service support centre.
- Provide a variety of operational support to the team, anticipating the needs of the team's deliverables and deadlines and taking an active approach to assist.

SELECTION CRITERIA

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

1. Demonstrated organisational skills, and proficiency using the Microsoft Office suite and corporate applications to undertake a range of administrative tasks with competing priorities, including central inbox, ticket and records management. Experience with Atlassian Jira software would be considered beneficial.
2. Demonstrated experience providing high quality customer service within a small call centre to a range of internal and external stakeholders.
3. Demonstrated ability to lead a small team and manage workflows under general direction including the ability to exercise initiative.
4. Highly effective communication skills, both oral and written, and the ability to establish effective working relationships with colleagues and stakeholders at a range of levels.
5. Ability to undertake project and program support functions, including basic research, analysis and reporting tasks.
6. Demonstrated ability to maintain a high level of accuracy and attention to detail while applying knowledge of business processes, policies, and procedures in a government setting.

HOW TO APPLY

- Please provide a response to the 6 selection criteria (max 1 page)
- A current resumé
- Two referees with a thorough knowledge of your work performance. Please ensure that one of the referees is your current or immediate past supervisor. Referees will not be contacted without your knowledge.

MANDATORY REQUIREMENTS

- This position may require a 'Working with Vulnerable People Check'.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Service Centre Team Leader (position number P44257) 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	Frequently
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	Frequently
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	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	Occasionally

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

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	Occasionally
Frequent travel – driving	Occasionally
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	Occasionally
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