

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Coordinator, Operations Support

Classification: Administrative Services Officer Grade 5

Position number: P72221

Position hours: Full-Time (36.75 hours)

Reports to: Assistant Director

Division: Access Canberra

Business Unit: Animal Regulation

Location: Symonston ACT

Date last reviewed: August 2026

Position requirements: Driver Licence

Note: This position may be exposed to sensitive and traumatic situations and material, including potential to encounter aggressive or agitated customers, as well as viewing images and other materials associated with animal cruelty and injuries to people and/or animals.

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

What we do

At Access Canberra, we are all about giving people easy access to ACT Government regulatory services, payments and information while offering a great customer experience. We help community organisations, business and individuals work with the ACT Government and constantly look for new ways to better deliver services.

Access Canberra is unique to the ACT Government; we work across many different regulatory and customer service areas to support the delivery of regulatory reform and red tape reduction, drive government priorities and implement new initiatives. We actively engage in a risk and harm approach to compliance across a broad range of industry sectors to build a strong economy, safe community and sustainable environment.

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.

Access Canberra is comprised of people from all backgrounds seeking to help members of the ACT community. Demonstrating our connectedness with our community through inclusion and diversity is key to our vision. We value people with innovative and creative ideas, who communicate with candour and respect, and who have the motivation to drive projects from conception through to delivery. We are curious about each other's work and always ask "who else needs to know?".

If you require extra supports to engage in the workforce due to a disability, if you are a veteran, or if you bring the life experience of a culturally and linguistically different background, we are especially welcoming of your application.

BUSINESS UNIT OVERVIEW

The Environment and Specialised Regulation (ESR) Branch supports the ACT community through clear, consistent and accessible regulation that protects people, animals and the environment while enabling safe and sustainable services. Through a regulatory lifecycle approach, ESR delivers education, authorisation, compliance, investigation and enforcement functions that support public confidence, responsible behaviour and positive regulatory outcomes.

ESR's Animal Regulation unit is responsible for administering animal welfare, domestic animal management and a range of specialised licensing, permit, authorisation and prosecution functions across the ACT. The business unit administers the *Domestic Animals Act 2000* and *Animal Welfare Act 1992*, while also undertaking licensing, permit and criminal prosecution functions involving animals under the *Nature Conservation Act 2014* and related legislation.

Animal Regulation works to ensure the safety of the community, promote responsible animal ownership, protect animal welfare, and support biodiversity and conservation outcomes. The business unit delivers a broad range of regulatory activities including:

- Responding to public safety matters involving dogs, including attacks, harassment and menacing behaviour.
- Investigating and enforcing animal welfare and animal nuisance complaints.
- Registration and annual renewal of dogs and cats residing in the ACT.
- Licensing, permits and authorisations relating to companion animals and domestic pets, including breeding and management permits, dangerous dog permits and assistance animal accreditations.
- Licensing, permits and authorisations relating to animal use, research, teaching, commercial animal keeping and other regulated animal activities.
- Licensing, permits and authorisations relating to native wildlife, exotic animals, protected species and wildlife management activities.
- Conducting specialised investigations and criminal prosecutions for offences relating to animal welfare, domestic animal management and animal-related nature conservation matters.
- Operating and managing the ACT Government's animal care facility, including the care, rehabilitation, reunification, adoption and rehoming of impounded and surrendered animals.

Through partnerships with government agencies, industry, community organisations and stakeholders, Animal Regulation seeks to achieve the best possible animal welfare, public safety and conservation outcomes for the ACT community. The business unit combines education, engagement and regulatory action to ensure that animals are managed responsibly, welfare standards are maintained, and legislative obligations are met.

POSITION PURPOSE

The Coordinator, Operations Support provides administrative, governance and operational support services that enable the effective delivery of regulatory functions within Animal Regulation and the broader Environment and Specialised Regulation (ESR) Branch. The role is responsible for coordinating governance frameworks, regulatory administration processes, operational resources and infrastructure support arrangements that assist the business unit to operate safely, efficiently and in accordance with legislative and organisational requirements.

Reporting to an Assistant Director, the position maintains governance systems and documentation, including policies, procedures, risk registers, business continuity arrangements, corrective action plans and committee administration. The role also coordinates administrative functions associated with infringement management activities, including payment reconciliation, reminder notices, payment arrangements, extensions of time and prosecution referrals, ensuring statutory requirements and administrative timeframes are effectively managed. Administrative responsibility concludes at the point of referral or escalation to authorised decision-makers or investigative staff.

The position works closely with operational staff, managers and corporate support areas to ensure personnel have access to the facilities, equipment, vehicles, training, uniforms and other resources required to perform their roles. Through effective coordination, monitoring and continuous

improvement, the role contributes to organisational readiness, strong governance practices and the efficient delivery of regulatory services.

DUTIES / RESPONSIBILITIES

Enabling Services and Asset Coordination

1. Coordinate the provision and organisation of operational resources, including equipment, vehicles, uniforms, personal protective equipment, training and other business assets.
2. Coordinate maintenance and repair activities of facilities, vehicles and equipment, including liaison with contractors, service providers and supporting areas.
3. Maintain asset registers, maintenance schedules and operational records to support business planning and operational readiness.
4. Monitor operational support requirements and coordinate timely responses to requests for equipment, facilities and workplace resources.

Governance and Administrative Services

5. Coordinate and maintain governance systems, registers and documentation, including policies, procedures, work instructions, risk registers, corrective action plans and business continuity arrangements.
6. Monitor review schedules and consultation requirements to ensure governance documents remain current, accessible and compliant with organisational requirements.
7. Provide secretariat services for committees, working groups and governance forums, including agenda preparation, minute-taking, action tracking and reporting.
8. Prepare reports, correspondence, briefing material and administrative information to support operational and governance activities.
9. Identify opportunities to improve administrative systems, governance processes and operational service delivery arrangements.
10. Support projects, audits, reviews and improvement initiatives that strengthen organisational capability and service delivery outcomes.

Infringement Administration

11. Coordinate administrative activities associated with infringement management processes, ensuring records, notices and workflows are managed accurately and within required timeframes. Note: This position does not determine liability disputes, review outcomes, waivers, withdrawals or enforcement decisions, which remain the responsibility of designated review officers.
12. Monitor and reconcile infringement payments and maintain accurate financial and administrative records.
13. Administer payment plans, extensions of time to pay, reminder notices and related correspondence in accordance with established procedures.

14. Prepare and coordinate prosecution referral documentation and administrative briefs for transfer to investigative staff.
15. Maintain tracking systems and reporting mechanisms to monitor infringement outcomes and statutory timeframes.
16. Undertake other duties appropriate to the classification that contribute to the objectives of Animal Regulation and the ESR Branch.

Note: While flexible working options are available, it is essential that the role maintains a presence at the facility in line with our hybrid working model.

SELECTION CRITERIA (CAPABILITIES)

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

1. Demonstrated ability to coordinate administrative and governance functions, including maintaining policies, procedures, registers, action plans, records and committee processes within a complex operational environment.
2. Demonstrated experience administering business processes and administrative workflows, including monitoring deadlines, maintaining records, analysing information and delivering accurate outcomes within established timeframes.
3. Demonstrated ability to coordinate enabling services and resources, including facilities, assets, equipment, training, fleet or infrastructure support activities, while working effectively with internal and external stakeholders.
4. Well-developed communication and stakeholder engagement skills, including the ability to prepare reports, correspondence and briefing material, provide secretariat support, and build productive working relationships across a diverse range of stakeholders.
5. Demonstrated organisational, problem-solving and continuous improvement skills, with the ability to manage competing priorities, identify opportunities for improvement and contribute positively to organisational outcomes and workplace culture.
6. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and promoting 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.
- Experience working in operational teams in a regulatory environment is highly desirable.
- This position requires a Driver Licence (Class C) or equivalent.

- This position requires pre-employment psychological testing.
- This position requires a National Police Check prior to commencement.
- This position does not require a Working with Vulnerable People Check or Security Clearance.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role 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 or radio use	Occasionally
General computer or in-field technology use	Frequently
Extensive keying or data entry	Occasionally
Graphical or 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)	Occasionally
Fixed or specified start/finish times	Occasionally
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	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)	Never
Working in a call centre environment	Never
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+	Never
Climbing	Never
Reaching	Never
Bending/squatting	Never
Push/pull	Never
Sequential repetitive movements in a short amount of time	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Never
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	Occasionally
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	Frequently
Personal Protective Equipment (PPE) required	Occasionally