



POSITION DESCRIPTION

Directorate: Chief Minister, Treasury and Economic Development

Division: Policy and Cabinet

Branch: Territory Records Office

Section: ArchivesACT

Position Number: P72292

Classification: Administration Services Officer 2

Location: Mitchell ACT

Last Reviewed: 17/08/2026

Position Title: Records and Mail Officer

Position Requirements: This position requires the ability to work in a manual handling environment. A current driver's license (C-Class) is essential (Provisional license accepted).

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.

The ACTPS is a values-based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration, and innovation, as well as demonstrate the related signature behaviours.

DIVISION OVERVIEW

Policy and Cabinet is a dynamic, agile and strategic division that provides advice, support and direction across the ACT Public Service on complex policy matters, incorporating a central agency strategic and coordination role in strategic planning, infrastructure planning, social and economic policy, spatial planning, regional policy and engagement, government accountability and cross-government regulatory reform.

Policy and Cabinet supports the Chief Minister, Cabinet and the Head of Service as Secretary of Cabinet and Chair of Strategic Board, through the provision of policy and support, including Cabinet secretariat functions and advice.

Policy and Cabinet supports the Chief Minister when representing the ACT at intergovernmental forums, notably the National Cabinet and the Council of Capital City Lord Mayors.

The Division manages and coordinates the ACT's relationships with other jurisdictions, most significantly with the Commonwealth, NSW, Australia's other capital cities and NSW Councils surrounding the ACT.

The Division is also home to Branches that lead whole of government priorities such as the ACT's wellbeing framework and the ACT Heritage Library and Territory Records Office

BUSINESS UNIT OVERVIEW

Under the responsibility of the Minister for the Public Service, the [Territory Records Office](#) is the recordkeeping regulator and archives authority for the ACT Government. The Office assists Territory agencies to meet their records management requirements as set out in the Territory Records Act 2002 and provides policy leadership and strategic direction on information governance and access issues across the ACT Public Service.

The Office supports the Director of Territory Records to exercise functions under the Territory Records Act 2002, including by setting standards for records management, authorising the disposal of and promoting access to Territory records, monitoring the performance of records management across government and promoting good governance in an open government environment.

ACT Heritage Library

The ACT Heritage Library helps tell the stories of Canberra and its people. The ACT Heritage Library collects, preserves, promotes and provides access to the documents that record the lives of Canberrans at home and in the wider community. Materials include books, maps, photographs, manuscripts, journals, records of local organisations and individuals and ephemera. Services include local history reference services.

ArchivesACT

[ArchivesACT](#), a section within the Territory Records Office, assists members of the public to access ACT Government records that are more than 20 years old. Located at Buildings 6 and 7, 9 Sandford Street, Mitchell, ArchivesACT staff work with agencies across the ACT Government to promote and provide public access to government archives.

Operationally, ArchivesACT also provides a full range of high-quality, cost-effective records management and mail distribution services to the majority of ACT Government agencies. These services include:

- Creation and retrieval of files
- Management of storage requirements and third-party storage accounts
- Provision of records management advice and assistance
- Assistance in the identification and destruction of records
- Digitisation of physical records, including high-quality digital capture, metadata creation and secure handling of original materials

ACT Government Mailroom

The ACT Government Mailroom provides mail delivery services to all directorates. Utilising mail tracking systems and electric vehicles, the mailroom is a modern, efficient and environmentally focused operation, ensuring services are delivered in a timely and secure manner. The mailroom is located at Building 4, 9 Sandford Street, Mitchell.

POSITION OVERVIEW

The Records and Mail Services Officer is responsible for the secure and efficient processing, collection and delivery of ACT Government mail and records. This role operates in a manual handling environment and requires the use of various systems, including the courier management system and ServiceNow, to manage service and recordkeeping requests and respond to client queries. Officers are expected to provide a high level of customer service to a range of stakeholders, with the ability to communicate effectively.

Duties include sorting and distributing mail, coordinating courier services and undertaking record functions such as file maintenance, storage, retrieval, metadata cleansing, scanning and disposal. The role may also support digitisation activities, including the preparation of records and assisting with the secure management of original materials.

This position is a multi-functional role that primarily supports Mailroom and Records operations, with additional support provided to Digitisation activities as required to ensure continuity of essential services across the Territory Records Office.

WHAT YOU WILL DO

- Sort, examine and deliver ACT Government mail in accordance with secure handling procedures.
- Provide a high level of customer service in responding to enquiries via the OneGov website (ServiceNow), telephone and email.
- Enter data accurately into various file management systems (e.g. HPE Content Manager, Detrack Courier Management System and other operational systems).
- Undertake a range of records management activities including (but not limited to) file retrieval, storage, authorised disposal, scanning, basic sentencing, census of files and maintaining registers of non-standard material.
- Support digitisation activities as required, including assisting with record preparation, to ensure accurate and secure digital capture.
- This position does not involve direct supervision of staff.

WHAT YOU REQUIRE

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

Professional / Technical Skills and Knowledge

1. Ability to accurately sort and examine mail in accordance with established criteria.
2. Possess, or have the ability to quickly acquire a working knowledge of recordkeeping systems (e.g. HPE Content Manager) and associated practices, including storage, file retrieval, authorised disposal, scanning and basic sentencing.
3. Demonstrated organisational, administrative, oral and written communication skills, with the ability to prioritise tasks, meet deadlines and engage effectively with a range of stakeholders.

Behavioural Capabilities

1. Demonstrated ability to work collaboratively, sharing information and knowledge to achieve the best outcomes for customers and the broader community.
2. Ability to follow instructions, procedures and policies, with a strong focus on workplace health and safety, quality assurance and operational compliance.
3. An understanding of, and commitment to, ACT Public Service values, including inclusion and diversity and delivering responsive, professional services.

Compliance Requirements / Qualifications

1. Ability to work in a manual-handling environment, including lifting, moving and handling physical records and archive boxes.
2. A current driver's licence (C-Class or Provisional) is essential.
3. This position may require a pre-employment medical.
4. This position does not require a Working with Vulnerable People Check.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Records and Mail Officer (P72292) 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	Occasionally
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Never
Sitting at a desk	Occasionally

Standing for long periods	Frequently
Designated workstation	Occasionally

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	Never
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
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	Never

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	Never
Operation of heavy machinery e.g. forklift	Occasionally
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	Never

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