POSITION DESCRIPTION

Directorate: City and Environment

Division: Access Canberra

Business Unit: Community, Industry, and Traders Licensing

Position Title: Licensing Officer

Position Number: 45222, 45223, 45221, 5503, 01936, 58002

Classification: Administrative Service Officer Level 4 (ASO4)

Location: Woden/ABW

Last Reviewed: October 2026

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 center 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 great customer experience.

We help community organisations, business and individuals work with the ACT Government and constantly look for new ways to deliver our 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.

We value people with innovative and creative ideas, who communicate with candor 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?"

What we offer

- Interesting and fulfilling work in a unique government environment where you can see the impact you have on the Canberra community.
- The opportunity to work with passionate, innovative and experienced leaders who encourage and support you to develop your interests and expertise; and
- A flexible workplace with brand new, state-of-the art accommodation enabling activity-based work in a fun and creative environment.

BUSINESS UNIT OVERVIEW

The Licensing and Registrations Branch is comprised of several sub-units responsible for licensing and registration types on behalf of statutory authorities and statutory officer holders.

The Community, Industry and Traders Licensing team administers a variety of legislation across agent, security, controlled sports, charitable collections, co-operatives, brothels, X18+ films, and trader (motor vehicle dealers and wholesalers, motor vehicle repairers, second-hand dealers and pawnbrokers) industries. The Unit is also responsible for incorporation of associations in the ACT.

The Unit assesses and makes decisions on applications for new licences, registrations, and the renewal of these, including receiving prescribed payments. The Unit also administers Automatic Mutual Recognition for relevant licences, assesses Justice of the Peace applications, and maintains public register information as prescribed.

The Australian Capital Territory Public Service (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.

POSITION OVERVIEW

Working in a team-based environment, the position is responsible for the administration of complex legislation and guidelines.

The Community, Industry and Traders Licensing team receives and processes applications for licences and registrations for multiple industries. You will work with members of the team, the Fair Trading and Compliance Branch and various statutory office holders, to review, assess and make decisions in relation

to such applications.

DUTIES / RESPONSIBILITIES

Under broad direction of the Assistant Manager, responsibilities and duties of the position include:

- Within a customer focused framework, apply a risk-based approach to licensing and registration in accordance with the legislative and operational policies of the division
- Assess and process requests for service, permit and licence applications and maintain database systems
- Manage competing priorities whilst meeting statutory and organisational deadlines
- Analysing and interpreting legislation and providing accurate and relevant advice to internal and external stakeholders
- Assist in the delivery of projects, the preparation of correspondence and reports and the review of procedures and practices
- Liaise with stakeholders as required on behalf of Access Canberra
- Build and foster an environment of innovation, problem solving and working together across the various disciplines within Access Canberra
- Assist the Manager to create a cooperative team environment to implement significant transformational change processes
- Maintaining accurate records across a variety of databases and registers in accordance with the Territory Records Act 2002.
- Preparation and implementation of a suite of procedural documents to support the administration of the teams' functions
- This position may involve training other team members
- This position does not require a Working with Vulnerable People Check
- This position does not involve direct supervision of personnel
- This position may require you to work across multiple teams within the Licensing and Registration Branch.

SELECTION CRITERIA

Suitability for this position will be assessed based on your skills, knowledge and behaviour in relation to the duties listed above.

- **Skills** - the skills you have, based on your qualifications and/and or previous experience, to fulfil the duties/responsibilities of the role to a high standard.

- **Knowledge** – the knowledge you have, based on your qualification and/or experience, that will enable you to perform the duties/responsibilities of the role to a high standard.

- **Behaviour** – how well you will fit into the team, Division, Access Canberra and ACT Government based on the ACT Government Signature Values and Behaviours and the Access Canberra Culture described in the Division Overview.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Licensing Officer 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	Never
Designated workstation *Positions are activity based*	Never

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Frequently
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent paid 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	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

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POSITION DESCRIPTION

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	Occasionally
Low lighting	Occasionally
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