ACT Government
Justice and Community Safety

POSITION DESCRIPTION

Directorate: Justice and Community Safety

Division: ACT Corrective Services

Business Unit: Corporate Services

Position Title: Training Administration Coordinator

Position Requirements: Pre-employment medical.

Position Number: P11269

Classification: Administrative Services Officer 5 (ASO5)

Location: 2 Constitution Avenue, Canberra City / Ngunnawal Country

Last Reviewed: November 2026

DIRECTORATE OVERVIEW

The Justice and Community Safety Directorate (the Directorate) seeks to maintain a safe, just and resilient and inclusive community.

Our purpose is to continuously improve the wellbeing of our community by delivering responsive justice and community safety services that:

- Maintain the rule of law and support a democratic society;
- Strengthens community safety;
- Protects people's legal and human rights and interests;
- Cares for and supporting people who are at a higher risk of vulnerability;
- Enhances timely access to justice;
- Builds community and business resilience to emergencies and disasters/disruptions; and
- Supports formal partnerships and shared decision making with First Nations Peoples.

We will invest in the capability of our people, and we will support them to deliver innovative and sustainable services for our ACT Community.

We will do this by demonstrating strong public sector values and behaviours; we will be community minded; legal and human rights focussed; inclusive and diverse; passionate about our work and we will listen to and genuinely engage with our stakeholders.

The Directorate advises and supports the following ministerial portfolios:

- Chief Minister

- Attorney-General
- Manager of Government Business
- Minister for Gaming Reform
- Minister for City and Government Services
- Minister for Night-Time Economy
- Minister for Police, Fire and Emergency Services
- Minister for Corrections
- Minister for Women
- Minister for Prevention of Family and Domestic Violence
- Minister for Human Rights

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.

DIVISION OVERVIEW

ACT Corrective Services (ACTCS) is a part of the Justice and Community Safety Directorate, which delivers and contributes to upholding the rule of law, the Westminister style of democratic government and the principles of fairness, equity and tolerance in the relationship between the government and our community.

Our Values: **Respect | Integrity | Collaboration | Innovation | Dignity**

Our Vision: To be recognised as a leader in the provision of effective Corrective Services which positively change lives, reduce re-offending and prevent future victims.

Our Mission: To contribute to a safer community through:

- The safe, secure, decent and humane management of offenders both in custody and the community; and
- The provision of sustainable opportunities for offenders to lead law abiding and productive lives in the community through rehabilitation and reintegration.

BUSINESS UNIT OVERVIEW

The Corporate Services Branch encompasses specialist functions that are essential to the effective delivery of ACT Corrective Services. It is responsible for providing key administrative and strategic support across the organisation, covering the following business areas:

- **Information, Security and Business Solutions**
- **People and Culture**
- **Finance**
- **Training and Development Unit (TDU)**
- **Strategy, Data and Research (SDR)**

Corporate Services functions work collaboratively across ACTCS to support the Commissioner and the operational areas of the agency, ensuring alignment with strategic priorities and the efficient delivery of services.

The **Training and Development Unit** is responsible for co-ordinating, designing, delivering and administering training and development activities to provide all ACTCS employees with the knowledge and skills to perform their roles competently. The core objective of the unit is to support the ongoing professionalisation of the workforce and ensure skills reflect modern practice. The scope of activity extends from initial entry level training for Custodial and Community Corrections Officers, through to oversight of ongoing mandatory and specialist training including management and leadership development and assessment and accreditation towards relevant qualifications.

As a Registered Training Organisation (RTO), the Unit is accountable to external regulators for all aspects of compliance that relate to assessing and issuing nationally recognised qualifications, specifically the Certificates III and IV in Correctional Practice for both Community Corrections and Custodial Officers. The Unit also administers and co-ordinates training and development opportunities, including vocational and tertiary studies offered by external providers, for all ACTCS employees as identified and authorised by their managers.

POSITION OVERVIEW

This position is primarily responsible for a range of administrative functions and processes relating to aspects of training registration, preparation, co-ordination and reporting according to organisational and Enterprise Agreement requirements.

WHAT YOU WILL DO

Under the general direction of the Assistant Director, Training, Compliance and Functions, the Training Administration Coordinator will:

1. Provide a range of administrative support services to the Unit including assisting with the co-ordination and scheduling of training activities for ACTCS employees.
2. Work as part of a team and contribute collaboratively to customer service delivery.

3. Manage electronic records, accurately and securely, ensuring accessibility and confidentiality are maintained and are in accordance with the requirements of the *Territory Records Act 2002.*
4. Generate routine and ad hoc, factual correspondence and reports whilst exercising discretion and judgement always and seeking supervisory direction as necessary.
5. Enter and maintain student and training information on training databases and Learning Management Systems in a timely and accurate manner.
6. Provide administrative support in arranging external training and conference activities including making bookings, coding invoices, and reporting on training costs.
7. 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 plan, coordinate and appropriately prioritise a range of training and workplace objectives to meet organisational agreements and deadlines.

2. Sound verbal and written communication and interpersonal skills, including the ability to liaise, negotiate and consult with internal and external stakeholders.

3. Demonstrated ability to analyse and collate data to produce complex reports for internal and external use.

Behavioural Capabilities

1. Highly motivated with the capacity to work under pressure with limited direction.

2. Build effective professional relationships, to work collaboratively and provide a high-quality service in line with the team's objectives.

3. Contribute to initiatives that aim to continually improve service delivery.

Compliance Requirements/Qualifications

1. This position does require a pre-employment medical.
2. This position does not require Working with Vulnerable People registration.
3. To be eligible for permanent or temporary employment within the ACT Public Service (ACTPS) you must be an Australian citizen, a permanent resident or hold a valid work visa.

4. If an officer no longer holds a visa that permits them to work in Australia, their employment with the ACT Public Service (ACTPS) will be terminated.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of **Training Administration Coordinator (P11269)** 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	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally
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	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	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	Never
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