



POSITION DESCRIPTION

Directorate: Chief Minister, Treasury and Economic Development

Division: Policy and Cabinet

Branch: ACT Heritage Library & Territory Records Office

Section: ArchivesACT

Position Title: Manager, Digitisation and Mail Services

Position Number: P17722

Classification: Administration Services Officer 6

Location: Mitchell ACT

Last Reviewed: 20/04/2026

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](#), delivers comprehensive, high quality, and cost-effective records management, mail distribution, and archival access services across ACT Government. It supports directorates and agencies throughout the records lifecycle by providing file creation and retrieval services, managing storage requirements (including third-party storage accounts), and assisting with the identification and authorised destruction of records. ArchivesACT also facilitates public access to ACT Government records that are more 20 years old. Located at Building 6, 9 Sandford Street, Mitchell, the unit works collaboratively with directorates and agencies to promote transparency and ensure appropriate access to government archives for members of the public.

ACT Government Mailroom

The ACT Government Mailroom, a section within the Territory Records Office, 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 7, 9 Sandford Street, Mitchell.

POSITION OVERVIEW

The Manager, Digitisation and Mail Services supports the ACT Heritage Library and Territory Records Office to preserve, manage and provide access to ACT Government records, ensuring services are delivered in line with legislative, policy and governance requirements.

The role:

- leads and manages a team delivering end-to-end digitisation services, including high-quality digital capture, metadata creation, and the secure handling and preservation of physical records, as well as overseeing the day-to-day operations of the ACT Government Mailroom
- actively manages operational risks, supports audit and assurance activities, and contributes to governance, quality assurance and continuous improvement.
- requires strong leadership capability, sound judgement and well-developed communication skills to promote safe and compliant work practices, engage stakeholders, and respond to emerging priorities; and
- fosters a positive, inclusive and performance-focused workplace culture, building team capability through coaching, development and workforce planning to support sustainable service delivery.

WHAT YOU WILL DO

1. Provide day to day leadership, management, and motivation to ensure team objectives are achieved and excellent customer service is provided.
2. Liaise and collaboratively work with stakeholders, to deliver a high-quality digitization of physical records and mail services that supports the operational success of ACT Government business units.
3. Work collaboratively with management and staff in relation to changes to processes and procedures.
4. Support the management team with regular reporting on KPI's for team and individual performance.
5. This position supervises up to 6 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. Well-developed understanding of government information, records and archives management practices including the ability to apply information governance and records management frameworks, guidelines and procedures.
2. Demonstrated ability to contribute to improvements of business processes and systems in a client orientated team environment.
3. Demonstrated oral and written communication skills to build relationships and engage with a range of stakeholder.

Behavioural Capabilities

1. Highly developed ability to exercise initiative and work as part of a team in a dynamic and flexible environment.
2. Demonstrated ability to think critically about the task at hand, with minimal supervision as part of a collaborative team.
3. Demonstrated understanding and commitment to the ACT Public Service values, workplace health and safety and inclusion and diversity principles and practices.

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 Manager, Digitisation and Mail Services (P17722) 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	Frequently
Graphical/analytical based	Occasionally
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)	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	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	Occasionally
Personal Protective Equipment (PPE) required	Frequently